



## Phone Guide

**ic402 by Motorola®**

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# Welcome to Nextel From Sprint

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**Sprint and Nextel have come together offering you more choice and flexibility to do whatever you want, just about whenever you want.**

You can make both wireless phone calls on the Nationwide Sprint PCS Network and Nextel Walkie-Talkie calls on the Nextel National Network from the same phone, simplifying your calling experience while expanding the number of persons you can connect to. This combination gives you more of what you need to do more of what you want.

Welcome to a future full of possibility. Welcome to Nextel only from Sprint.

**Welcome and thank you for choosing Nextel from Sprint.**

# Introduction

---

This **Phone Guide** introduces you to Sprint Nextel service and the features of your new phone. It's divided into four sections:

- ◆ **Section 1: Getting Started**
- ◆ **Section 2: Using Your Phone**
- ◆ **Section 3: Service Features**
- ◆ **Section 4: Safety and Warranty Information**

Throughout this guide, you'll find tips that highlight special shortcuts and timely reminders to help you make the most of your new phone and service. The Table of Contents and Index also help you quickly locate specific information.

You'll get the most out of your phone if you read each section. However, if you'd like to get right to a specific feature, simply locate that section in the Table of Contents and go directly to that page. Follow the instructions in that section, and you'll be ready to use your phone in no time.

<b>Phone Guide Note:</b>	Due to updates in phone software, this printed guide may not be the most current version for your phone. Visit <a href="http://www.nextel.com">www.nextel.com</a> and sign on to access the most recent version of the phone guide.
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<b>WARNING</b>	Please refer to the <b>Important Safety Information</b> section on page 180 to learn about information that helps you safely use your phone. Failure to read and follow the Important Safety Information in this phone guide may result in serious bodily injury, death, or property damage.
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# Your Phone's Menu

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The following list outlines your phone's menu structure. For more information about navigating through the menus, please see "Navigating Through Phone Menus" on page 25.

## CALL HISTORY

- 1: ALL CALLS
- 2: WALKIE-TALKIE
- 3: MISSED CALLS
- 4: INCOMING CALLS
- 5: OUTGOING CALLS
- 6: ERASE CALL HISTORY

## CONTACTS

- 1: FIND ALL NAMES
- 2: ADD NEW ENTRY
- 3: FILTER NAMES
- 4: SPEED DIAL #S
- 5: MY INFO
- 6: SERVICES
  - 1: Customer Solutions
  - 2: Dir. Assistance
  - 3: Account Info.
  - 4: Sprint Operator
  - 5: Voice Command

### 7: SIM MANAGER

- 1: Copy to Contacts
- 2: Copy to SIM
- 3: Manage SIM
- 4: Help

### 8: MANAGE CONTACTS

- 1: Add Category
- 2: View Categories
- 3: Delete All Contacts
- 4: Memory Status

## MESSAGING

### 1: SEND MESSAGE

### 2: TEXT MESSAGING

1: Inbox

4: Drafts Folder

2: Outbox

5: Preset Messages

3: Sent Folder

6: Send Message

### 3: VOICEMAIL

### 4: SETTINGS

1: Notification

2: Callback Number

## MY CONTENT

### 1: GAMES

1: Get New

2: My Content Manager

### 2: RINGERS

1: Get New

2: My Content Manager

### 3: SCREEN SAVERS

1: Get New

2: My Content Manager

### 4: APPLICATIONS

1: Get New

2: My Content Manager

## WALKIE-TALKIE

### 1: WLK-TLK CONTACTS

### 2: DIRECT TALK

## WEB

## VOICE RECORDS

## TOOLS

### 1: ALARM CLOCK

1: Alarm 1  
4: Alarm 4

2: Alarm 2  
5: Alarm 5

3: Alarm 3

### 2: CALCULATOR

### 3: CALENDAR

### 4: SIM MANAGER

1: Copy to Contacts  
4: Help

2: Copy to SIM

3: Manage SIM

### 5: PHONE UPDATE

### 6: WORLD CLOCK

## SETTINGS

### 1: SOUNDS

#### 1: Ringer Type

1: Call with ID  
4: Voicemail  
7: Alarm

2: Call without ID  
5: Call Alert  
8: Roam Ringer

3: Text Message  
6: Calendar

#### 2: Volume

1: Ringer  
4: Alarm  
7: Key Beep  
10: Call Alert

2: Messaging  
5: Applications  
8: Voice Call  
11: Incoming WLK-TLK

3: Calendar  
6: Power On  
9: Speaker Phone  
12: Reset Volumes

#### 3: Indicators

1: Service  
4: Connect

2: Minute Beep

3: Call Lost

### 2: DISPLAY

1: Screensaver  
4: Greeting Banner  
7: Set Time/Date

2: Standby Display  
5: Menu Style  
8: Incoming Calls

3: Light Control  
6: Assign Keys

### 3: PCS VISION

#### 1: PCS Vision

#### 2: Net Guard

<b>3: Update Vision Profile</b>
<b>4: WALKIE-TALKIE</b>
1: One Touch WLK-TLK
2: Talkgroup Silent
3: Talkgroup Area
<b>5: ROAMING</b>
1: Set Mode
2: Call Guard
3: Data Roam Guard
<b>6: LOCATION</b>
<b>7: SECURITY</b>
1: Lock Phone
2: Change Lock Code
3: SIM PIN
4: Change SIM PIN
5: Limit Use
1: Lock Contacts      2: Lock Vision      3: Restrict Outgoing Calls 4: Restrict Incoming Calls   5: Restrict Walkie-Talkie
<b>6: Erase Contacts</b>
<b>7: Erase My Content</b>
<b>8: Reset Phone</b>
<b>9: Special Numbers</b>
<b>8: OTHERS</b>
1: Language
2: Answer Options
3: Speed Dial
4: Abbreviated Dial
5: Auto Redial
6: Airplane Mode
7: TTY

<b>8: Text Input</b>		
1: Personal Dictionary	2: Word Pop-up List	3: Word Completion
<b>9: PHONE INFO</b>		
1: My Phone Numbers	2: Version	3: Advanced



## Section 1

# Getting Started

# Setting Up Service

---

### In This Section

---

- ◆ Getting Started
  - ◆ Setting Up Your Voicemail
  - ◆ Account Passwords
  - ◆ Getting Help
- 

**Setting up service on your new phone is quick and easy.** This section walks you through the necessary steps to unlock your phone, set up your voicemail, establish passwords, and contact Nextel for assistance with your wireless service.



# Getting Started

## Determining If Your Phone Is Already Activated

If you purchased your phone at a Sprint Store, it is probably ready to use. If you received your phone in the mail, it probably has been activated; all you need to do is unlock it. If your phone is not activated, please call Nextel Customer Service at 1-800-639-6111.

<b>Tip:</b>	You must be in an area covered by the Nationwide Sprint PCS Network and the Nextel National Network when you first power up and unlock your phone.
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## Unlocking Your Phone

To unlock your phone, follow these easy steps:

1. Press and hold  to turn the phone on.
2. Press **Unlock** (right softkey).

<b>Note:</b>	To select a softkey, press the button directly below the text appearing on the bottom left and right of your display screen. Softkey actions change according to screen.
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3. Enter your four-digit lock code.

<b>Tip:</b>	If you can't recall your lock code, try using the last four digits of either your Social Security number or phone number. If neither of these works, call Nextel Customer Service.
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When you power up your phone the first time, it performs a series of security checks. For example, it verifies the phone is Nextel-approved and the correct SIM card is installed. If you don't pass the security checks, your phone displays messages and screen prompts showing what to do next. If you still encounter security messages, call Nextel Customer Service.

# Setting Up Your Voicemail

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Unanswered phone calls are automatically transferred to your voicemail, even if your phone is in use or turned off. Therefore, you may want to set up your voicemail and personal greeting as soon as your phone is activated.

## To set up your voicemail:

1. From standby mode, press and hold .
2. Follow the system prompts to:
  - Create your passcode.
  - Record your name announcement.
  - Record your greeting.
  - Choose whether to activate One-Touch Message Access (a feature that lets you access messages simply by pressing and holding , bypassing the need for you to enter your passcode).

### Note:

#### **Voicemail Passcode**

If you are concerned about unauthorized access to your voicemail account, Nextel recommends that you enable your voicemail passcode.

For more information about using your voicemail, see “Using Voicemail” on page 147.

# Account Passwords

As a Nextel customer, you enjoy unlimited access to your personal account information, your voicemail account, and your data services account. To ensure that no one else has access to your information, you need to create passwords to protect your privacy.

## Account Password

If you are the account owner, you have an account password to sign on to [www.nextel.com](http://www.nextel.com) and to use when calling Nextel Customer Service. Your default account password is the last four digits of your Social Security number or the password you selected when you purchased your phone. If you are not the account owner (if someone else receives the invoice for your Nextel service), you can get a sub-account password at [www.nextel.com](http://www.nextel.com).

## Voicemail Password

You create your voicemail password (or passcode) when you set up your voicemail. See “Setting Up Your Voicemail” on page 4 for more information on your voicemail password.

## Data Services Password

With your ic402 by Motorola®, you may elect to set up a data services password. This optional password may be used to authorize purchase of Premium Services content and to protect personal information on multi-phone accounts.

For more information, or to change your passwords, sign on to [www.nextel.com](http://www.nextel.com) or call Nextel Customer Service at **1-800-639-6111**.

# Getting Help

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## Visit [www.nextel.com](http://www.nextel.com)

You can go online to:

- Access your account information.
- Check your minutes used (depending on your service plan).
- View and pay your bill.
- Enroll for online billing and automatic payment.
- Purchase accessories.
- Shop for the latest phones.
- View other service plans and options available.
- Learn more about data services and other great products like games, ringers, screen savers, and more.

## Reaching Nextel Customer Service

You can reach Nextel Customer Service many different ways:

- Dial    on your phone.
- Sign on to your account at [www.nextel.com](http://www.nextel.com).
- Call us toll-free at 1-800-639-6111.

## Receiving Automated Invoicing Information

For your convenience, your phone gives you access to invoicing information on your account. This information includes balance due, payment received, invoicing cycle, and an estimate of the number of minutes used since your last invoicing cycle.

To access automated invoicing information:

- ▶ Press   .

**Note:** This service may not be available in all Affiliate areas.

## Sprint 411

You have access to a variety of services and information through Sprint 411, including residential, business, and government listings; movie listings or show times; driving directions, restaurant reservations, and major local event information. You can get up to three pieces of information per call, and the operator can automatically connect your call at no additional charge.

There is a per-call charge to use Sprint 411 and you are billed for airtime.

### To call Sprint 411:

▶ Press    .

## Operator Services

Operator Services provides assistance when placing collect calls or when placing calls billed to a local telephone calling card or to a third party.

### To access Operator Services:

▶ Press  .

For more information or to see the latest products and services, visit us online at [www.nextel.com](http://www.nextel.com).

# Your Phone: The Basics

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### In This Section

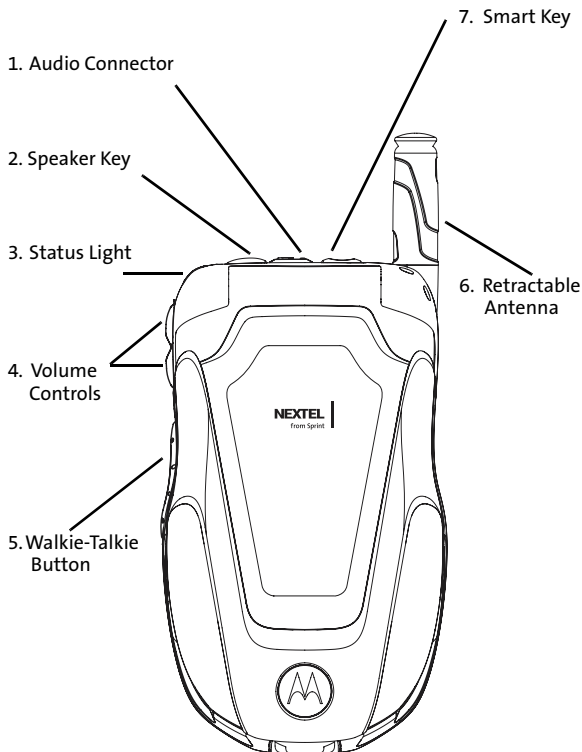
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- ◆ **Your ic402 By Motorola**
  - ◆ **Getting Started With Your Phone**
  - ◆ **Finding Your Phone Number and Walkie-Talkie Number**
  - ◆ **Basic Phone Features**
  - ◆ **Accessories**
  - ◆ **Entering Text**
- 

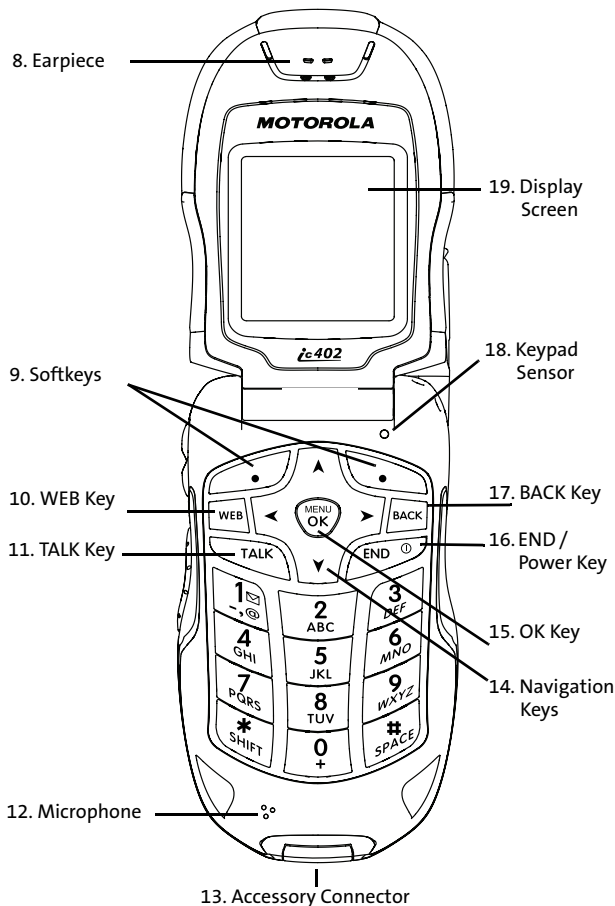
**Your phone is packed with features that simplify your life and expand your ability to stay connected to the people and information that are important to you.** This section gives you an overview of your phone, describes its basic features, shows you how to power it on and off, change your battery, and insert your SIM card.

# Your ic402 By Motorola

## Front View of Phone



## Inside View of Phone







## Key Functions

1. **Audio Connector** allows you to plug in an optional headset for convenient, hands-free conversations. Your Walkie-Talkie headset can only use this connector.

<b>Note:</b>	The use of wireless phones while driving may cause distraction. Discontinue a call if you can't concentrate on driving. Additionally, the use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.
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2. **Speaker Key** turns the speakerphone on and off during phone calls and Walkie-Talkie calls. You can also use it to answer phone calls in speaker mode.
3. **Status Light** does the following:
  - Flashes green to indicate you have both phone and Walkie-Talkie service or your battery is charging.
  - Flashes orange to indicate you have either phone or Walkie-Talkie service.
  - Flashes red to indicate you do not have service or your battery is low.
  - Flashes red and green to indicate you have an incoming call.
  - Flashes orange and green to indicate you have received a message or Call Alert, or that an alarm has expired.
4. **Volume Controls** allow you to adjust the ringer volume in standby mode or adjust the voice volume during a call.
5. **Walkie-Talkie Button** allows you to use your phone as a long-range, digital Walkie-Talkie.

6. **Retractable Antenna** can be extended to optimize your phone's performance during phone calls, Walkie-Talkie calls, and data sessions.
7. **Smart Key** ends a phone call or Walkie-Talkie call, forwards an incoming call to voicemail, and dismisses a Call Alert.
8. **Earpiece** lets you hear the caller and automated phone prompts.
9. **Softkeys** let you select softkey actions or menu items corresponding to the bottom left and right of the display screen.
10. **WEB Key** allows you to access the Internet.
11. **TALK Key** allows you to place or receive phone calls, answer Call Waiting, and use Three-Way Calling.
12. **Microphone** allows the other caller to hear you clearly when you are speaking to them.
13. **Accessory Connector** allows you to attach the battery charger or other accessories to your phone.
14. **Navigation Keys** scroll through the phone's menu options and act as shortcut keys from standby mode. To assign shortcuts to the navigation keys, see "Shortcuts" on page 82.
15. **OK Key** selects the highlighted choice when navigating through a menu. From standby mode, pressing  takes you to the main menu.
16. **END / Power Key** ends a call. Press and hold this key for two seconds to turn your phone on or off. You can also use it to end any task you are engaged in and return the phone to standby mode. When you receive an incoming call, press it to mute the ringer; press it twice to forward the call to voicemail.

17. **BACK Key** deletes characters from the display screen in text entry mode. When in a menu, press  to return to the previous menu. This key also allows you to return to the previous screen during a data session.
18. **Keypad Sensor** detects ambient light. If Keypad Sensor is enabled, your phone measures the available light and determines if the keypad backlight needs to be turned on.
19. **Display Screen** provides all the information you need to operate your phone, such as incoming call notification, Contacts, date and time, signal coverage, battery strength, and much more.

## Antenna

To optimize your phone's performance, extend the antenna during phone calls, Walkie-Talkie calls, and data sessions.

To extend the antenna, pull gently on the rounded tip until the antenna is fully extended and clicks into position. When finished with a call, retract the antenna by pushing gently on the rounded tip until the antenna clicks into place.

# Getting Started With Your Phone

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To start using your ic402 by Motorola phone:

- Make sure your SIM card is in place.
- Charge the battery.
- Turn on your phone.

After you've completed these items, you are ready to begin using your new phone.

## Locating Your SIM Card

Your SIM (Subscriber Identity Module) card is a small card with gold foil lodged within a larger card. This card is included in the shrink-wrap package that also contains the phone user guide and other documentation.

If no SIM card came with your phone another, contact Nextel Customer Service at 1-800-639-6111.

### IMPORTANT

You may want to use an existing Nextel SIM card instead of the one provided with this phone.

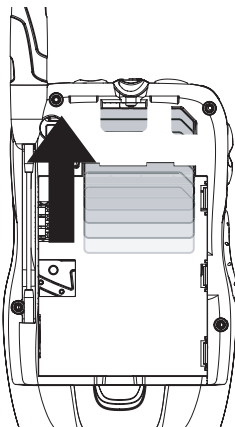
If your existing NEXTEL SIM card is black or yellow, you can transfer Contacts entries stored in the SIM card to your phone. See "Copying Contacts Entries – SIM Card to Phone" on page 131 for an explanation of how to do this.

After you begin using your phone with a SIM card, you cannot switch to a different SIM card with this phone. If you need to change SIM cards, contact Nextel Customer Service.

## Inserting Your SIM Card

To insert your SIM card:

1. Detach the SIM card from the larger card in which it is lodged.
2. With your phone powered off, remove the battery door and battery. See “Removing the Battery” on page 19.
3. With your fingers, carefully slide the SIM card in under the edge, and press it gently in place.

**Important:**

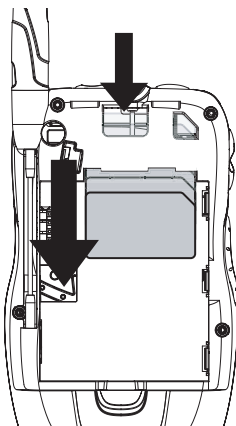
Do not touch the gold-colored areas of your SIM card.

## Removing Your SIM Card

**Important:** To avoid losing information stored in your SIM card, do not remove it from your phone unless absolutely necessary.

To remove your SIM card:

1. With your phone powered off, remove the battery door and battery. See “Removing the Battery” on page 19.
2. With your fingernail, carefully slide the SIM card out from under the edge.



**Note:** Protect your SIM card as you would any delicate object. Store it carefully.

## Using Your Phone's Battery and Charger

<b>WARNING</b>	Use only Nextel-approved or Motorola-approved batteries and chargers with your phone. The failure to use a Nextel-approved or Motorola-approved battery and charger may increase the risk that your phone overheats, catches fire, or explodes, resulting in serious bodily injury, death, or property damage.
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Nextel-approved and Motorola-approved batteries and accessories can be found at Sprint Stores, through Motorola, or by calling 1-888-242-4187 to order. They're also available at [www.nextel.com](http://www.nextel.com) – just click the **Accessories** link.

### Battery Capacity

Your phone is equipped with a Lithium Ion (Li-Ion) battery. It allows you to recharge your battery before it is fully drained. The battery provides 3.3 hours of continuous talk time.

When the battery reaches 5% of its capacity, your phone makes a sound and displays a message. When there are approximately two minutes of talk time left, the phone sounds an audible alert and then powers down.

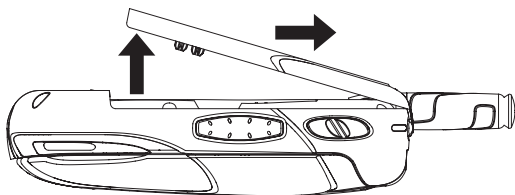
<b>Note:</b>	Long light settings, searching for service, vibrate mode, browser use, and other variables may affect battery life.
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<b>Tip:</b>	<p>Be sure to watch your phone's battery level indicator and charge the battery before it runs out of power.</p> <hr/> <p>You can purchase a larger battery with a longer battery life, if needed.</p>
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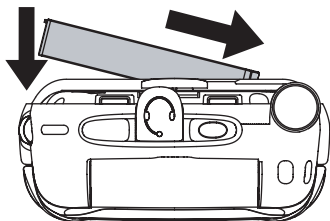
## Installing the Battery

To install your battery:

1. Make sure the phone is powered off.
2. Slide the release button back until it releases the battery door.
3. Allow the battery door to pop up, and remove it from the back of your phone.



4. Insert the top of the battery into the battery area. Be sure the gold-colored areas on the battery and on the phone are touching.
5. Press the battery down to secure it.



6. Replace the battery door and press it gently until you hear a click.

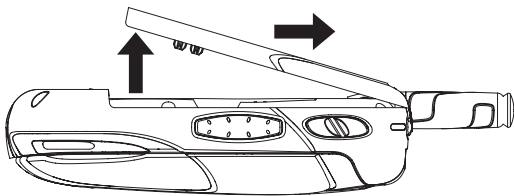


## Removing the Battery

**WARNING** Do not handle a damaged or leaking Li-Ion battery as you can be burned.

To remove your battery:

1. Make sure the phone is powered off.
2. Slide the release button back until the battery door unlatches.
3. Allow the battery door to pop up, and remove it from the back of your phone.



4. Remove the battery by lifting it out from the side.

## Charging the Battery

Your phone's Li-Ion battery is rechargeable and should be charged as soon as possible so you can begin using your phone.

Keeping track of your battery's charge is important. If your battery level becomes too low, your phone automatically turns off, and you lose all the information you were just working on.

For a quick check of your phone's battery level, glance at the battery charge indicator located on your display screen. If the

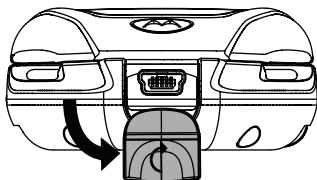
battery charge is getting too low, the phone makes a sound and displays a message.

Always use a Nextel-approved or Motorola-approved charger, or vehicle power adapter to charge your battery.

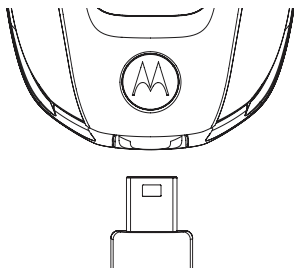
## Using the Charger


To use the charger provided with your phone:

1. Plug the charger into an electrical outlet.
2. Pull and rotate the connector cover.



3. Plug the other end of the charger into the accessory connector.



Your display screen lets you know the battery is charging. Both the battery icon  and a text message show the charging status.

**Tip:**


You can also charge your phone using a Motorola-approved USB cable and a computer that supports charging through its USB port. You can only use a Motorola-approved USB cable.

## Battery Use and Maintenance

- Nextel-approved Li-Ion chargers provide optimum performance. Other chargers may not charge the Li-Ion battery, only partially charge it, or may yield a reduced number of lifetime charge cycles
- Extreme temperatures degrade battery performance. Do not store the battery where temperatures exceed 140°F (60°C) or fall below -4°F (-20°C).
- Li-Ion batteries have a self-discharge rate and, without use, lose about 1% of their charge per day.


## Turning Your Phone On and Off

To turn your phone on:

1. Open the phone.
2. Press and hold  for approximately two seconds.

As your phone connects to the network, you see a connecting message. Your phone may require you to enter identifying information to use it or to access specific features. See “Setting Your Phone’s Security” on page 87 for more information.

To turn your phone off:


1. Open the phone.
2. Press and hold .

# Finding Your Phone Number and Walkie-Talkie Number

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My Info lets you view your phone number, Walkie-Talkie number, and other information.

To view information about your phone:

1. Press  > **Contacts** > **My Info**.
2. Scroll to see your information:
  - **Mobile** lists your phone number.
  - **Walkie-Talkie** lists your Walkie-Talkie number.

Press **Options** (right softkey) and select **Edit**. You can now enter your name, home and work numbers, and email, if you want. See “Entering Text” on page 29 for more instructions on how to do this.

## Basic Phone Features

Congratulations on purchasing your new ic402 by Motorola. Your phone is lightweight, durable, and easy-to-use. It offers many significant features and service options.

The following list previews some of those features and provides page numbers where you can find out more:

- Dual-mode capability allows you to make both Nextel Walkie-Talkie calls on the Nextel National Network and traditional wireless phone calls on the Nationwide Sprint PCS Network. Walkie-Talkie calls include Walkie-Talkie, Group Walkie-Talkie, Talkgroup, and Direct Talk<sup>SM</sup> calls (page 35).
- Walkie-Talkie button lights up whenever you receive a Walkie-Talkie call (page 47).
- The wireless browser provides access to the wireless Internet (page 161).
- Games, ringtones, screen savers, and other applications can be downloaded to make your phone as unique as you are (page 167). Additional charges may apply.
- SMS Text Messaging (page 153) provides quick and convenient messaging capabilities.
- The Contacts list allows you to store up to 900 entries (page 115). Contacts stores Walkie-Talkie numbers, phone numbers, and other information in an easy-to-use, integrated format.
- The built-in Calendar offers several personal information management features to help you manage your busy lifestyle (page 134).
- Your phone is equipped with a Location feature for use in connection with location-based services (page 76).

- Word English Text Input lets you quickly type messages with one key press per letter (page 30).

## Viewing Status Information

Your phone shows status information on its display screen. Here are some of your phone's status indicators.



indicates your current signal strength. (The more lines you have, the stronger your signal.)



indicates you are in Airplane mode.



indicates no service is available.



indicates you have Walkie-Talkie coverage.



indicates you are "roaming" off the Nationwide Sprint PCS Network.



indicates the Walkie-Talkie speaker is on.



indicates the Walkie-Talkie speaker is off.



indicates your phone is operating in TTY (Text Telephone) mode.



indicates your phone is set to ring for incoming calls.



indicates a Walkie-Talkie call is in progress.



indicates a Talkgroup call is in progress.



indicates a Group Walkie-Talkie call is in progress.












indicates a Direct Talk call is in progress.



indicates you have received a Call Alert.



indicates a phone call is in progress.


-  indicates you missed a phone call.
-  indicates you missed a Walkie-Talkie call or a Talkgroup call.
-  indicates you have voicemail messages. (Press and hold  to call your voicemail box.)
-  indicates you have new text messages (icon flashes for urgent messages).
-  indicates your phone's location feature is on.
-  indicates your phone's location feature is off.
-  indicates your data connection is established. When data is being transferred, the red arrows blink.
-  indicates battery charge level (icon shown is full).

## Navigating Through Phone Menus








The navigation keys on your phone allows you to scroll through menus quickly and easily. The scroll bar at the right of the menu keeps track of your position in the menu at all times.


To navigate through a menu, simply press your navigation keys up or down. For a diagram of your phone's menu, please see "Your Phone's Menu" on page iii.

## Selecting Menu Items



As you navigate through the menu, menu options are highlighted. Select an item by highlighting it and pressing .

For example, if you want to see your volume settings:

1. Press  to access the main menu.
2. Select **Settings** by pressing  or by highlighting it and pressing .
3. Select **Sounds** by pressing  or by highlighting it and pressing .
4. Select **Volume** by pressing  or by highlighting it and pressing .

<b>Note:</b>	For the purposes of this guide, the above steps condense into "Press  > <b>Settings</b> > <b>Sounds</b> > <b>Volume</b> ."
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### Backing Up Within a Menu

- ▶ To go to the **previous menu**, press .
- ▶ To return to **standby mode**, press .



## Help

Your phone contains an in-device help program to help you understand complicated or seldom used features. When you access a feature, **Help** sometimes appears as a menu item or softkey. Select **Help** and read the text for a quick overview of the feature. For more information, refer to this guide.

## Accessories

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Your phone comes with a Li-Ion battery and charger.

Various accessories are available for use with your ic402 phone, including a higher capacity battery (with a larger battery door), cases, vehicle power chargers, data cables, hands-free accessories, and more.

To make communicating in Walkie-Talkie easier, the Motorola Walkie-Talkie headset allows hands-free operation. You can use it for phone calls as well as Walkie-Talkie calls.

To order additional accessories, go to [www.nextel.com](http://www.nextel.com) or call 1-888-242-4187. You can also contact your Nextel Authorized Representative or stop by any Sprint Store. For information on Sprint Store locations, go to [www.sprintstorelocator.com](http://www.sprintstorelocator.com).

# Entering Text


## Selecting a Character Input Mode

Your phone provides convenient ways to enter words, letters, punctuation, and numbers whenever you are prompted to enter text (for example, when adding a Contacts entry or when using SMS Text Messaging).

To change the character input mode:

1. When you display a screen where you can enter text, press **Options** (right softkey) to change the character input mode.
2. Select one of the following options:
  - **Word English** to enter text using a predictive text entering system that reduces the keys that need to be pressed while entering a word (see page 30).
  - **Multi-Tap** to cycle through the alpha characters associated with the letters on the keypad (see page 31).
  - **Numbers** to enter numbers by pressing the numbers on the keypad (see page 32).
  - **Symbols** to enter symbols (see page 32).
  - **Word Spanish** to enter Spanish text using predictive text like Word English (see page 30).

**Tip:**

When entering text, press  to change letter capitalization.







An additional option (**Insert Preset Msg**) is available when using messaging. See “Using Preset Messages” on page 154.

## Entering Characters Using Word English Text Input


Word English Text Input lets you enter text into your phone by pressing keys just once per letter. (To select the **Word English** mode when entering text, see “Selecting a Character Input Mode” on page 29.)


Word English Text Input analyzes the letters you enter using an intuitive word database and creates a suitable word. (The word may change as you type.)

**To enter a word using Word English Text Input:**

1. Select the **Word English** character input mode. (See “Selecting a Character Input Mode” on page 29.)
2. Press the corresponding keys once per letter to enter a word (for example, to enter the word “Bill,” press    ). (If you make a mistake, press  to erase a single character. Press and hold  to delete an entire entry.)

If the word you want is not displayed after you have entered all the letters, press the navigation key **down** to scroll through other word options. A pop-up list appears with the word options.

<b>Tip:</b>	To keep this pop-up list from appearing, press  > <b>Settings</b> > <b>Others</b> > <b>Text Input</b> > <b>Word Pop-up List</b> > <b>Manual</b> (rather than <b>Automatic</b> ).
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To accept a word and insert a space, press .

– or –

To accept a word completion (such as “Billion” when you entered “Bill”), press the navigation key right.

<b>Tip:</b>	To turn word completion on or off, press  > <b>Settings</b> > <b>Others</b> > <b>Text Input</b> > <b>Word Completion</b> > <b>On</b> or <b>Off</b> .
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## Adding a Word to the Word English Database

If a word you want to enter is not displayed as an option when you are using Word English Text Input, you can add it to the database.

To add a word to the Word English Text Input database:







1. Select the **Multi-Tap** character input mode. (See “Selecting a Character Input Mode” on page 29.)
2. Enter the word using multi-tap text entry. (See “Entering Characters Using Multi-Tap Mode” on page 31.) The word appears as an option the next time you scroll through options during Word English Text Input.

### Tip:

To turn the dictionary on or off, press  > **Settings** > **Others** > **Text Input** > **Personal Dictionary** > **On** or **Off**.













## Entering Characters Using Multi-Tap Mode

To enter characters by tapping the keypad:

1. Select the **Multi-Tap** mode. (See “Selecting a Character Input Mode” on page 29.)
2. Press the corresponding keys repeatedly until the desired letter appears. (For example, to enter the word “Bill,” press  twice,  three times,  three times, and  three times again). If you make a mistake, press  to erase a single character. Press and hold  to erase an entire word.

By default, the first letter of an entry is capitalized and the following letters are lowercased. After a character is entered, the cursor automatically advances to the next space after two seconds or when you enter a character on a different key.

Characters scroll in the following order:

	. ? ! , @ ' - _ : ; ( ) & " 1 0 ^ ` % \$ + * / \   ~ [ ] = > < #
	A B C 2
	D E F 3
	G H I 4
	J K L 5
	M N O 6
	P Q R S 7
	T U V 8
	W X Y Z 9
	0 (no letters)
	Space
	Shift

## Entering Numbers and Symbols

To enter numbers:

- ▶ Select the **Numbers** mode and press the appropriate key. (See “Selecting a Character Input Mode” on page 29.)

To enter symbols:

- ▶ Select the **Symbols** mode. (See “Selecting a Character Input Mode” on page 29.) To enter a symbol, press the appropriate key indicated on the display screen.

## Section 2

# Using Your Phone

# Making and Answering Calls

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### In This Section

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- ◆ **Types of Calls**
  - ◆ **Making and Answering Phone Calls**
  - ◆ **Making and Answering Walkie-Talkie Calls**
  - ◆ **Making and Answering Talkgroup Calls**
  - ◆ **Making and Answering Direct Talk Calls**
  - ◆ **Using Call Alerts**
  - ◆ **Keeping Track**
- 

**Your ic402 by Motorola offers many different ways to connect to your family, friends, and associates.** In addition to traditional wireless phone calls, you can make Walkie-Talkie calls to both individuals and groups, participate in Talkgroups, use Direct Talk, and send Call Alerts.



## Types of Calls

With the Nationwide Sprint PCS Network, Nextel Walkie-Talkie, and your ic402 by Motorola, you have the following traditional wireless phone and Walkie-Talkie services available to you:

- **Digital Wireless Phone Calls** offer clear calls and many extra services, including missed call notification, three-way calling, speakerphone, and speed dialing (page 36).
- **Digital Walkie-Talkie Calls** allow two-way radio communication with other Nextel Walkie-Talkie users within the Nextel National Network (page 45).
- **Group Walkie-Talkie Calls** allow coast-to-coast two-way radio calling to up to 20 Nextel Walkie-Talkie customers simultaneously (page 50).
- **Talkgroup Calls** allow two-way radio calling to up to 100 Nextel Talkgroup customers simultaneously (page 54).

<b>Note:</b>	To learn more about the differences between Group Walkie-Talkie calls and Talkgroup calls, please see “Difference Between Group Walkie-Talkie and Talkgroup Calls” on page 54.
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- **Direct Talk Calls** allow two-way radio communication between two or more Direct Talk-capable phones. These calls are not made on the network (page 57).





<b>Note:</b>	Please see your service plan for information on pricing.
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# Making and Answering Phone Calls

## Making Calls

Placing a traditional, wireless phone call from your phone is as easy as making a call from any landline phone.

To make a phone call using your keypad:

1. Make sure your phone is on and open.
2. Enter a phone number from standby mode. (If you make a mistake while dialing, press  to erase one digit at a time. Press and hold  to erase the entire number.)
3. Press . (To make a call when you are roaming and Call Guard is enabled, see “Using Call Guard” on page 103.)
4. Press  or close the phone when you are finished.


<b>Tip:</b>	To redial your last outgoing call, press  twice.
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## Answering Calls

To answer an incoming call:

1. Make sure your phone is on.

<b>Note:</b>	When your phone is off, incoming phone calls go directly to voicemail.
	If you are on another phone call or Walkie-Talkie call, or using data services, please see “Keeping Track” on page 65.

2. Press  to answer an incoming call.  
– or –  
Press **Answer** (left softkey).

<b>Note:</b>	When the phone is closed, you can answer a call by pressing  .
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Depending on your phone's settings, you may also answer incoming calls by opening the phone or by pressing any number key. See "Call Answer Mode" on page 82 for more information.


Your phone notifies you of incoming calls in the following ways:

- The phone rings or vibrates.
- The status light flashes green and red.
- The backlight illuminates.
- The display screen shows an incoming call notification. If the incoming call is from a number stored in your Contacts, the entry's name and/or number appears.

## Answering a Roam Call With Call Guard Enabled


Call Guard is an option that helps you manage your roaming charges when making or receiving calls while outside the Nationwide Sprint PCS Network. Please see "Controlling Your Roaming Experience" on page 99 for more information about roaming.


**To answer a call when you are roaming and Call Guard is enabled:**

- ▶ Press  to answer the call. (See "Using Call Guard" on page 103 for additional information.)

## Ending a Call

**To disconnect a call when you are finished:**





- ▶ Close the phone or press .

<b>Note:</b>	When the phone is closed, you can end a call by pressing  .
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## Missed Phone Calls

Missed phone calls are forwarded to voicemail.

## Calling Emergency Numbers

You can place calls to 911 (dial    and press ) , even if your phone is locked or your account is restricted.

During an emergency call, press **Options** (right softkey) to display your options.

When you place an emergency call, your phone automatically enters Emergency mode. Your phone exits Emergency mode a few minutes after you end the emergency call.

**To exit Emergency mode, do one of the following:**

- ▶ Wait until your phone exits Emergency mode.
- ▶ Dial a non-emergency phone number.

## Emergency Mode and Walkie-Talkie Calls

Your phone's Walkie-Talkie functionality impacts Emergency mode as follows:

- If your phone has only been provisioned for Walkie-Talkie service, you cannot make emergency calls.
- You cannot make or receive any Walkie-Talkie calls when your phone is in Emergency mode.
- If you are on a Walkie-Talkie call, you must wait until the phone reconnects to a cellular network before attempting to make an emergency 911 call.
- You may be in an area that has Walkie-Talkie coverage, but no cellular network coverage. If so, you will not be able to make emergency calls.

## Emergency Mode With an Inactive SIM Card

You can still make emergency calls if your SIM card is not working or if your SIM security code is not being accepted.


## Enhanced 911 (E911) Information

This phone features an embedded Global Positioning System (GPS) chip necessary for utilizing E911 emergency location services where available.


When you place an emergency 911 call, the GPS feature of your phone begins to seek information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

<b>IMPORTANT</b>	<b>Always report your location to the 911 operator when placing an emergency call.</b> Some designated emergency call takers, known as Public Safety Answering Points (PSAPs) may not be equipped to receive GPS location information from your phone.
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## In-Call Options

Pressing **Options** (right softkey) during a call displays a list of features you may use during the course of a call. To select an option, highlight it, and press . The following options are available:

- Select **Speaker On** to route the phone's audio through the speaker. You can adjust the speaker volume using the volume keys on the side of the phone.
- Select **Speaker Off** to use the phone's earpiece.

<b>Note:</b>	<p>You can also turn the speakerphone on or off by pressing  during a phone call.</p> <hr/> <p>Due to higher volume levels, do not place the phone near your ear during speakerphone use.</p>
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- **Contacts** opens your phone's address book.

- **3-Way Call** lets you initiate a three-way call (see page 156).
- **Record Recipient** creates a Voice Record of the call.
- **Phone Info.** opens your Phone Info menu.
- **Messaging** opens your Messaging menu.
- **Call History** opens your Call History menu.
- **Calendar** opens your appointment Calendar.
- **Tools** opens your Tools menu.

During a call, the left softkey button functions as the **Mute** button. Press it to mute the phone's microphone for privacy. Press it again to **Unmute** the phone.

## End-of-Call Options

After receiving a call from or making a call to a phone number that is not in your Contacts, the phone number and the duration of the call are displayed. After finishing the call, press **Options** (right softkey) and then select **Save** to store the number to Contacts.





If you have just finished a call with someone listed in your Contacts, the entry's name and the duration of the call are displayed.

<b>Note:</b>	The End-of-Call options are not displayed for calls identified as No ID or Restricted.
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## Saving a Phone Number

Your phone can store up to five phone numbers in each Contacts entry. Each entry's name can contain 24 characters. Your phone automatically sorts the Contacts entries alphabetically. (For more information, see “Using Contacts” on page 115.)

**To save a number from standby mode:**

1. Enter a phone number.
2. Press **Options** (right softkey).
3. Select **Save** and press .
4. Select **As New Entry** and press . Use the numeric keypad to enter the new contact name, then press **Save** (left softkey).  
 – or –  
 Select **To Existing Entry** and press . Scroll to the existing entry where you want to save the number and press , then press **Save** (left softkey).

## Dialing and Saving Phone Numbers With Pauses


You can dial or save phone numbers with pauses for use with automated systems, such as voicemail or credit card billing numbers.

There are two types of pauses available on your phone:

- **Hard Pause** sends the next set of numbers when you press the left softkey.
- **2Sec Pause** automatically sends the next set of numbers after two seconds.

<b>Note:</b>	You can have multiple pauses in a phone number and combine two-second pauses with hard pauses.
--------------	--

### To dial or save phone numbers with pauses:



1. Enter the phone number.
2. Press **Options** (right softkey) and select either **Hard Pause** or **2Sec Pause**.
3. Enter additional numbers.  
Press  to dial the number.  
– or –  
Press **Options** (right softkey) and select **Save** to save the number in your Contacts.

<b>Note:</b>	When dialing a number with a hard pause, press <b>OK</b> (left softkey) to send the next set of numbers.
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## Plus (+) Code Dialing

When placing international calls, you can use Plus Code Dialing to automatically enter the international access code for your location. From the United States, this number is usually 011.

### To make a call using Plus Code Dialing:

1. Press and hold  until a “+” appears on your display screen.
2. Dial the country code and phone number you’re calling and press . (The access code for international dialing is automatically dialed, followed by the country code and phone number.)




## Abbreviated Dialing

You can set up your phone to make calls using just the last four digits of the number. Your phone automatically prepends the first digits (for example, the area code and prefix).


You must enable Abbreviated Dialing and define the first digits before you can use this feature. To set up Abbreviated Dialing, see “Calling Options” on page 83.


To make a call using only the last four digits of the number:

1. Enter the last four digits of a phone number.
2. Press .

## Dialing From Contacts

To dial directly from a Contacts entry:

1. Press **Contacts** (left softkey).
  2. Scroll to the phone number you want to call and press .
- or –

To call another number from the entry, use the navigation keys to scroll left and right until you reach the phone number you wish to call and press .

### Tip:

To make a Walkie-Talkie call, press **Contacts** (left softkey), find the number you want to call, and press and hold the Walkie-Talkie button.

## Using Speed Dialing

You can store up to 900 numbers in your phone's speed dial memory. With this feature, you can speed dial entries using one key press for locations 2-9, two key presses for locations 10-99, and three key presses for locations 100-900.

**Note:**

You must enable speed dialing before you can use it. See "Calling Options" on page 83 for instructions.

Speed dialing is not available when you are roaming; when you are roaming off the Nationwide Sprint PCS Network, you must always dial using 11 digits (1 + area code + number).

### For Speed Dial locations 2-9 (One-Touch Dialing):

- ▶ Press and hold the appropriate key for approximately two seconds. The display screen confirms that the number has been dialed when it shows "Calling..."

### For Speed Dial locations 10-99 (Two-Touch Dialing):

1. Press the first digit.
2. Press and hold the second digit for approximately two seconds. The display screen confirms that the number has been dialed when it shows "Calling..."

### For Speed Dial locations 100-900 (Three-Touch Dialing):

1. Press the first two digits.
2. Press and hold the third digit for approximately two seconds. The display screen confirms that the number has been dialed when it shows "Calling..."


# Making and Answering Walkie-Talkie Calls

## Making Walkie-Talkie Calls

To make a Walkie-Talkie call:

1. Enter the Walkie-Talkie number you want to call. (See “Dialing Walkie-Talkie Numbers” below.)
2. Press and hold the Walkie-Talkie button on the side of your phone. Begin talking after your phone emits a chirping sound.
3. Release the Walkie-Talkie button to listen.

A Walkie-Talkie call ends automatically after there is no activity on the call for several seconds.

**Note:** When the phone is closed, you can end a call by pressing .

## Dialing Walkie-Talkie Numbers

Every Walkie-Talkie number has three parts —

- An area ID.
- A network ID.
- A member ID.

An asterisk separates each part (for example: 999\*999\*9999). When you enter a number containing all three parts, you must separate them with asterisks.

**Note:** The number of digits in each part of a Walkie-Talkie number may vary. For example, your Walkie-Talkie number may be formatted as 999\*999\*9999, while another valid number may appear as 555\*555555\*55.

**Tip:**

When you store a Walkie-Talkie number in Contacts, it is good practice to include the whole number, including the asterisks.

## Using Just the Member ID

If you are contacting someone sharing your network and area IDs, you only need to enter the member ID.

**To make a Walkie-Talkie call using only the member ID:**

1. Enter the member ID of a Walkie-Talkie number.
2. Press and hold the Walkie-Talkie button on the side of your phone. Continue as you would on any Walkie-Talkie call.

## Using Stored Walkie-Talkie Numbers

You can also make Walkie-Talkie calls using numbers stored in Contacts or Call History. Just access the appropriate Walkie-Talkie number and make the call. This makes it easy to call frequently-used Walkie-Talkie numbers.

**To access a Walkie-Talkie number from Call History:**

- ▶ Press  > **Call History** > **All Calls** or **Walkie-Talkie**. Scroll to and highlight the Walkie-Talkie number you want.


**To access a Walkie-Talkie number from Contacts:**

1. Press **Contacts** (left softkey).
2. Scroll to and highlight the contact you want to call.
3. Use the navigation keys to scroll left and right to find the Walkie-Talkie number (if it is not the first number displayed).

## WLK-TLK Contacts

WLK-TLK Contacts filters Contacts and Call History to display only Walkie-Talkie numbers.


To access a Walkie-Talkie number using WLK-TLK Contacts:

1. Press  > **Walkie-Talkie** > **WLK-TLK Contacts**.
2. Use your left and right navigation keys to select **Contacts** or **Call History**.
3. Scroll to and highlight the Walkie-Talkie number you want to call.


## Answering Walkie-Talkie Calls

When you receive a Walkie-Talkie call, your phone emits a chirping sound or vibrates, and the Walkie-Talkie button lights up. You then hear the voice of your caller.

To answer a Walkie-Talkie call:

1. Wait for the caller to finish speaking.
2. Press and hold the Walkie-Talkie button on the side of your phone. Continue as you would on any Walkie-Talkie call.
3. Press  to end the call.

A Walkie-Talkie call ends automatically after there is no activity on the call for several seconds.

**Note:** If your phone is closed, you can end a call by pressing .




## Sending Contact Information

Use **Send via WLK-TLK** to send your own (or another's) contact information to a Walkie-Talkie user.

### Setting Up Send via WLK-TLK

By default, your phone automatically sends your personal information every time you make a Walkie-Talkie call. You can turn this functionality off or modify how much information you want to send.

### To setup Send via WLK-TLK:

1. Press  > **Contacts** > **My Info**.
2. Press **Options** (right softkey) and then select **Setup Send via W-T**.
3. Clear or select **Auto Send My Info** as desired by pressing .
4. Clear or select the contact information you want to send — **Mobile, Home, Work, and E-mail** by pressing  after each selection.
5. Select **Save** (left softkey).

<b>Note:</b>	You will probably want to set up your <b>My Info</b> screen to contain other contact information, like your name and other phone numbers. See “Finding Your Phone Number and Walkie-Talkie Number” on page 22 for more details.
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### Using Send via WLK-TLK



You can use Send via WLK-TLK during a Walkie-Talkie call to send contact information to the person you are speaking to. You can also initiate Send via WLK-TLK from Contacts or Call History.

#### To send contact information using Send via WLK-TLK during a Walkie-Talkie call:


1. Begin a Walkie-Talkie call in the regular manner.
2. Release the Walkie-Talkie button.
3. Press **Options** (right softkey).
4. To send your own contact information to the caller, select **Send My Phone Info**.  
— or —  
To send another's contact information to the caller, select **Send A Contact**, scroll to the contact you want to send, and then press **Select** (left softkey).


5. Press and hold the Walkie-Talkie button to send the information.

**To send contact information from Contacts to a Walkie-Talkie user:**

1. Press  > **Contacts** > **Find All Names**.
2. Highlight the Contacts entry you want to send.
3. Press **Options** (right softkey) and then select **Send via WLK-TLK**.
  - If you chose an entry that does not contain a Walkie-Talkie number, your phone displays a list of numbers capable of receiving Send via WLK-TLK information.
  - If you chose an entry that is capable of receiving Send via WLK-TLK information, choose **This Contact To**.
4. Scroll to the entry you want to send the information to, and then press .
5. Press and hold the Walkie-Talkie button to send the information.

**To send your own contact information from Contacts to a Walkie-Talkie user:**

1. Press  > **Contacts** > **Find All Names**.
2. Highlight the Contacts entry you want to send your information to.
3. Press **Options** (right softkey) and then select **Send via WLK-TLK**.
4. Select **My Phone Info**.
5. Press and hold the Walkie-Talkie button to send the information.

<b>Note:</b>	You can also use the All Calls and Walkie-Talkie lists in Call History to Send via WLK-TLK. Press  > <b>Call History</b> > <b>All Calls</b> or <b>Walkie-Talkie</b> .
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## Group Walkie-Talkie Calls

A Group Walkie-Talkie call is made to multiple Walkie-Talkie users at the same time. You can call up to 20 persons anywhere on the Nextel National Network on their Group Walkie-Talkie compatible phones.


These Groups do not have established memberships. They are created by you or other Group Walkie-Talkie users. A Group can be set up for one-time use or it can be stored in Contacts for repeated use.

For information on creating Groups and storing them in Contacts, see “Contacts Entries for Walkie-Talkie Groups and Talkgroups” on page 125.

## Making Group Walkie-Talkie Calls

To make a Group Walkie-Talkie call:

1. From **Contacts** or the appropriate **Call History** list, scroll to and select the Group you want to call.
2. Press the Walkie-Talkie button and continue as if making a regular Walkie-Talkie call.



<b>Note:</b>	You can also highlight a call from WLK-TLK Contacts. Press  > <b>Walkie-Talkie</b> > <b>WLK-TLK Contacts</b> > <b>Contacts</b> or <b>Call History</b> .
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## Creating a Group Using WLK-TLK Contacts

Use WLK-TLK Contacts to create a Group and make a Group Walkie-Talkie call quickly. Or, you can save it to Contacts and then make the Group Walkie-Talkie call.



### To create a Group using WLK-TLK Contacts:

1. Press  > **Walkie-Talkie** > **WLK-TLK Contacts**.
2. Use the left and right navigation keys to select **Contacts** or **Call History**.
3. Highlight each entry you want to call and press  to make each selection.
4. To make a Walkie-Talkie Group call, press and hold the Walkie-Talkie button  
– or –  
To save the Group, press **Options** (right softkey) and select **Save Group**. Enter the **Name**, **Category**, and then press **Save** (left softkey). You can then make a Group Walkie-Talkie call.

### Answering Group Walkie-Talkie Calls

When you receive a Group Walkie-Talkie call, the name of the Group appears on your display screen. Answer a Group Walkie-Talkie call in the same way you answer a regular Walkie-Talkie call. Only one person may speak on a Group call at a time.

### Group Walkie-Talkie Call Information

While you are on a Group Walkie-Talkie call, the following appears on the display screen:

- The name of the Group.
- The name or the Walkie-Talkie number of the person speaking.
- The number of participants in the Group Walkie-Talkie call.

## Group Walkie-Talkie Call Details

During a Group Walkie-Talkie call, you can view details about the other Group members, such as their name, Walkie-Talkie number, and their status on the call.

**To view call details while on a Group Walkie-Talkie call:**

- ▶ Press **Details** (right softkey).

Your display screen shows the names of the Group members next to an icon identifying their status on the call.



The Group member who is currently speaking.



A Group member who is active on the Group call, but is not speaking.



A Group member who has exited the call.



A Group member who could not be reached on the Group call.





A Group member whose status is unknown.

## Sharing Groups

You share Groups by saving Groups from calls you participated in and by sending Groups to other callers.


**To store Groups from Call History:**

1. Press  > **Call History** > **All Calls** or **Walkie-Talkie**.
2. From the list, select the Group you want.
3. Press **Options** (right softkey) and then select **Save**.
4. Select **As New Entry**, complete the Contacts entry, and then press **Save** (left softkey).  
– or –  
Select **Replace Entry** and press .

## Using Send via WLK-TLK


Use **Send via WLK-TLK** to forward an established Group to another Walkie-Talkie user.

To forward a Group using **Send via WLK-TLK**:

1. Press  > **Contacts** > **Filter Names** > **Walkie-Talkie Group**.
2. Scroll to the Group you want to send and then press **Options** (right softkey).
3. Select **Send via WLK-TLK**.
4. Select **Yes** or **No** to include or exclude yourself from the Group.

### Note:

If you choose to include yourself and the list already contains the maximum number of members, you will be prompted that the list is full. You will then be excluded from the list.

5. Use the left and right navigation keys to select **Contacts** or **Call History**.
6. Highlight the caller you want to forward the Group to and press .
7. Push the Walkie-Talkie button to send the Group.



# Making and Answering Talkgroup Calls

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A Talkgroup is a predetermined group of Walkie-Talkie users, created by an account administrator. They can contain up to 100 members.

## Difference Between Group Walkie-Talkie and Talkgroup Calls

In a Group Walkie-Talkie call, you or another caller determines who can participate in the call. By contrast, participation in a Talkgroup is determined by an administrator. Here are the ways Group Walkie-Talkie and Talkgroup calls differ.

	Group	Talkgroup
Icon		
Geography	Nationwide.	All users in a Talkgroup must share the same network and area IDs and be physically present in their home market.
Maximum Size	21 (including originator).	100.
Set-up	Dynamically, via your phone.	Predefined by an account administrator.


## Joining a Talkgroup

To participate in a Talkgroup, the account administrator must first add you to the membership and then you must “join” the Talkgroup.

**To join a Talkgroup:**

1. Press **Contacts** (left softkey).
2. Scroll to the Talkgroup you want to join.
3. Press **Join** (left softkey).

You can now receive communications from other members of this Talkgroup.

You will hear all active Talkgroup conversations on your phone. To silence them, go to  > **Settings > Walkie-Talkie > Talkgroup Silent** and then select **On**. See “Silencing Talkgroup Calls” on page 86 for more information.

<b>Note:</b>	You can create a Contacts entry for the Talkgroup or save a Talkgroup from Call History. See “Creating Talkgroup Entries” on page 127 for more information.
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## Adding More Talkgroups


You can be included in additional Talkgroups by doing one of the following:

- Using Talkgroup Management at [www.nextel.com](http://www.nextel.com). You must be an account administrator to use Talkgroup Management.
- Contacting your Nextel Sales Representative at the time of activation.

<b>Note:</b>	You can only in participate in (“join”) one Talkgroup at a time.
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## Making Talkgroup Calls

To make Talkgroup calls:

1. Press  and then enter the Talkgroup number using the keypad.  
– or –  
Select the Talkgroup from **Contacts**, the **All Calls** and **Walkie-Talkie** lists in **Call History**, or from **WLK-TLK Contacts**.
2. Press the Walkie-Talkie button and continue as if making a Walkie-Talkie call.

## Receiving Talkgroup Calls

To answer a Talkgroup call:

- ▶ Answer it as you would a regular Walkie-Talkie call.

Only one person at a time may speak on a Talkgroup call. The Walkie-Talkie number or name of the person who is speaking appears on the display screen below the Talkgroup number.

During and immediately after a Talkgroup call ends, press **Options** (right softkey). Your phone displays actions you can take at this time.

# Making and Answering Direct Talk Calls

Direct Talk allows for two-way radio communication “off the network” between two or more phones equipped with this capability. This feature is very useful in areas without network coverage.

You can make –

- **Code calls** – two-way radio calls conducted off the network and using open channels and codes. In these calls, anyone using your same channel and code can hear your conversation.
- **Private calls** – two-way radio calls conducted off the network and using the wireless phone numbers of the participants. In these calls, others using the same channel cannot listen in.

When using Direct Talk mode, the two phones should be a minimum of six feet apart to maximize performance and improve transmission range. You can only make Direct Talk calls to users located within your range. This varies according to terrain, man-made structures, and atmospheric conditions.


The following features are not available while in Direct Talk mode:

- On-network phone calls.
- On-network Walkie-Talkie, Group Walkie-Talkie, Talkgroup calls, and Call Alerts.
- Data Services.
- Sending and receiving messages.
- Call timer.
- Sending Call Alerts.
- Call forwarding.

## Setting Your Phone to Direct Talk

Before you and another caller can use Direct Talk, both of your phones must be set to Direct Talk mode.

**To set your phone to Direct Talk:**

1. Press  > **Walkie-Talkie** > **Direct Talk**.
2. Press **Select** (left softkey).

After a few seconds, your channel and code appear on the display screen, and **Direct Talk R...** appears on the top of the screen. Your phone displays the last channel and code used for Direct Talk.

**To return to network mode from Direct Talk:**

- ▶ In Direct Talk mode, press **Options** (right softkey) and then select **Exit Direct Talk**.

After a few seconds, your phone returns to network service.

### Direct Talk Setup Options

You can set up your phone to alert you and remind whenever you are in Direct Talk mode.


**To determine whether your phone confirms a switch to and from Direct Talk:**

1. In Direct Talk mode, press **Options** (right softkey) and then select **Direct Talk Setup**.
2. Check or clear **Switch Confirmation** as desired.
3. Press **Done** (left softkey).

**To set your phone to remind you periodically that you are in Direct Talk mode:**

1. In Direct Talk mode, press **Options** (right softkey) and then select **Direct Talk Setup**.
2. Check **Reminder Tone**.





3. Press your navigation down and press .
4. Select the time interval for the reminder tone.
5. Press **Done** (left softkey)

## Code Direct Talk Calls

Your phone has 10 channels and 15 codes, within each channel. Channels represent the radio frequencies on which you make and receive Direct Talk calls. Codes allow you to minimize interference from others using the same channel as you.

To make Direct Talk Code calls, both parties must be on the same channel and code and have their phones set to Direct Talk. Be aware that others using both your same code and channel can hear your conversation. And, you can hear their conversations as well!

**To set a channel and code:**

1. In Direct Talk mode, press **Options** (right softkey) and then select **Edit Channel/Code**.
2. With **Channel** number field highlighted, use your up and down navigation keys to set a channel number and press .
3. Press your navigation key down.
4. With **Code** number field highlighted, use your up and down navigation keys to set a code number and press .
5. Select **Done** (left softkey).

## Making and Receiving Code Calls in Direct Talk Mode

**To make a Code call using Direct Talk:**

- In Direct Talk mode, make a Walkie-Talkie call in the regular way. Your phone displays **Direct Talk Transmitting**, along with the channel and code selected.

The tone emitted from your phone when making a Direct Talk call is four beeps and sounds different from the tone heard on Walkie-Talkie calls conducted on the network.

If you receive an error message, this means:



- There may be no parties on your channel or code.
- You are out of range.

When you receive a Code call using Direct Talk, your phone displays **Direct Talk Transmitting**, along with the channel and code selected. Answer a Direct Talk Code call just like you would any other Walkie-Talkie call.

## Private Direct Talk Calls

Private Direct Talk allows you to silence all the calls on a channel that are not directed specifically at you. To do this, you must first set your phone to **Private Only**.

To set your phone to Private Only:

1. In Direct Talk mode, press **Options** (right softkey) and then select **Edit Channel/Code**.
2. With **Channel** number field highlighted, use your up and down navigation keys to set a channel number and press .
3. Select **Private Only** and press .
4. Select **Done** (left softkey).

To reach you, other Direct Talk callers must be on your same channel and dial your 10-digit wireless phone number to reach you.

## Receiving a Private Direct Talk Call

The number or name of the person who initiated the call appears on your display screen. Answer the call in the same way you answer a regular Walkie-Talkie call.

A Private Direct Talk call ends a short time after the last party releases the Walkie-Talkie button. The display screen returns to Direct Talk standby mode.

<b>Note:</b>	You do not need to set your phone to Private Only to receive Private calls. As long as you are on the same channel as your caller, you can receive Private Direct Talk calls.
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## Making a Private Direct Talk Call

You can make Private Direct Talk calls to any person on your same channel. You do not need to set your phone to **Private Only**.

To make a private Direct Talk Call:

1. In Direct Talk mode, enter the 10-digit wireless phone number of the person you want to call on your channel. (You can also scroll to the number in **Contacts** or **Call History**.)
2. Make the call in the same way you make a regular Walkie-Talkie call. The number or name of the person you are calling appears on your display screen.

If you receive an error message, it means:



- You may not be using a valid wireless phone number.
- The person that you are trying to reach may not be in Direct Talk mode.
- The person that you are trying to reach is set to a different channel, or is out of range.

## Receiving All Calls on a Channel

You can set your phone to receive all Direct Talk transmissions that are within range and set to the same channel. Do this by selecting **Receive All**, instead of a code.

However, you cannot initiate a call when the code is set to **Receive All**. If you press the Walkie-Talkie button to initiate a Walkie-Talkie call and your code is set to **Receive All**, you receive an error message.

#### To set the code to Receive All:

1. In Direct Talk mode, press **Options** (right softkey) and then select **Edit Channel/Code**.
2. With **Channel** number field highlighted, use your up and down navigation keys to set a channel number and press .
3. Select **Receive All** and press .
4. Select **Done** (left softkey).

## Making Emergency Calls While in Direct Talk Mode

If you attempt to make an emergency 911 call while in Direct Talk mode, your phone automatically exits Direct Talk mode and attempts to find a network signal.

If you are out of network coverage, your phone cannot make an emergency 911 call until you return to a network coverage area. You must wait until the phone reconnects to a network before attempting to make an emergency 911 call.

# Using Call Alerts

Sending a Call Alert lets the recipient know you want to talk to him or her on a Walkie-Talkie call. When you send a Call Alert, the recipient's phone alerts them and displays your name or Walkie-Talkie number.

## Sending Call Alerts

To send a Call Alert:

1. Enter the Walkie-Talkie number you want to send the alert to.
2. Press **Alert** (left softkey).
3. Press the Walkie-Talkie button until **Alert Sent to** appears on the display screen.

If the alert is not successful, this may mean the person you are trying to reach is on a call or has the phone turned off.

<b>Note:</b>	You can send a Call Alert from Call History or Contacts. Find the Walkie-Talkie number you want to send a Call Alert to and continue as explained above.
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## Responding to a Call Alert

<b>Note:</b>	You can set a distinctive ringer for Call Alerts. See “Ringer Types” on page 69.
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### To answer a Call Alert:

- ▶ Press the Walkie-Talkie button to make a Walkie-Talkie call to the sender.

### To clear a Call Alert, do one of the following:

- ▶ Press **Dismiss** (right softkey).
- ▶ If the phone is closed, press .


## Viewing Call Alerts

In Call History, the All Calls and Walkie-Talkie Calls lists store the Call Alerts you have received. Call Alerts are shown as regular Walkie-Talkie calls. Call Alerts remain on the appropriate Call History lists until you delete them or they reach the end of list.

### To view a Call Alert upon receiving it:

- ▶ Press **View** (left softkey).

### To view Call Alerts stored in Call History:

1. Press  > **Call History** > **All Calls** or **Walkie-Talkie Calls**.
2. Scroll through the list.
3. Select a Call Alert to view detailed information about it.

## Keeping Track

Your ic402 by Motorola allows you to contact your family, friends, and business associates in many different ways – phone calls, Walkie-Talkie calls, Group Walkie-Talkie calls, Talkgroup calls, and Call Alerts. Your phone tracks these communications through Call History and the Events list.

The Events lists notifies you of incoming phone and Walkie-Talkie calls, Call Alerts, voicemail and text messages, meetings on the calendar, and more. When the Events list contains information, it appears dynamically or your phone displays an **Events** softkey.

Your phone then offers easy-to-follow prompts that allow you to respond to the notification.

### Incoming Phone Calls

If...	Then...
Your phone is turned off.	Phone calls are sent to voicemail and are not listed in Call History.
Your phone is in standby mode or on another phone call.	Your phone displays an incoming call notification, lists the call in Call History, and, if unanswered, forwards the call to voicemail.
Your phone is on a Walkie-Talkie call.	Your phone neither alerts you to the incoming call nor lists it in Call History. It does forward the call to voicemail.
Your phone is in a data session, but you are not transmitting data.	Your phone displays an incoming call message, lists it in Call History, and forwards it to voicemail.
Your phone is in a data session and you are transmitting data.	Your phone neither displays an incoming call message nor lists it in Call History. It does forward the call to voicemail.

## Incoming Walkie-Talkie Calls, Talkgroup Calls, and Call Alerts

If...	Then...
Your phone is turned off.	Your phone does not list Walkie-Talkie calls, Talkgroup calls, or Call Alerts in Call History.
Your phone is in standby mode.	You receive the Walkie-Talkie call, Talkgroup call, or Call Alert, along with an appropriate notification. They are listed in Call History.
Your phone is on a phone call.	You receive notification of a missed Walkie-Talkie call, Call Alert, or Talkgroup call and they are listed in Call History. After you finish the phone call, the missed Call Alert is displayed.
You are on a Walkie-Talkie call.	Your phone does not display a notice for incoming Walkie-Talkie calls, Talkgroup calls, or Call Alerts. Walkie-Talkie calls, Talkgroup calls, and Call Alerts are not listed in Call History.
Your phone is in a data session, but you are not transmitting data.	Your phone displays a notice for incoming Walkie-Talkie calls and Talkgroup calls. If you receive a Call Alert, your phone displays the alert. It records these events in Call History.
Your phone is in a data session and you are transmitting data.	Your phone does not display a notice for incoming Walkie-Talkie calls, Talkgroup calls, or Call Alerts as long as you are actively transmitting data. It records these events in Call History. After you finish transmitting, your phone notifies you of these events.



## Group Walkie-Talkie Calls

Your phone does not display an incoming call notification for Group Walkie-Talkie calls. It does display the calls in the Call History.

## Direct Talk

Because Code calls do not take place on the network, your phone does not track them. However, you do receive notification of Private calls and they are listed in Call History.

# Controlling Your Phone's Settings

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### In This Section

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- ◆ Sound Settings
  - ◆ Display Settings
  - ◆ Location Settings
  - ◆ Messaging Settings
  - ◆ Airplane Mode
  - ◆ TTY Use
  - ◆ Phone Setup Options
  - ◆ Walkie-Talkie Settings
- 

Using the menu options available on your phone, you can **customize your phone to sound, look, and operate just the way you want it**. This section describes how you can change your phone's settings to best suit your needs. Take a few moments to review these options and to adjust or add settings that are right for you.

# Sound Settings

## Ringer Types



Ringer types help you identify incoming calls and messages. You can assign ringer types to individual Contacts entries, types of calls, and types of messages.

- **Preprogrammed Ringers** include a variety of standard ringer types and familiar music included with your phone.
- **Vibrating Ringer** alerts you to calls or messages without disturbing others.
- **Downloaded Ringers** can be downloaded right to your phone. (See “Downloading Premium Services Content” on page 167.)


## Selecting Ringer Types for Phone Calls

Your phone provides a variety of settings that allow you to customize your ringer and volume settings. These options allow you to identify incoming calls by ring.

To select a ringer type for voice calls:



1. Press  > **Settings** > **Sounds** > **Ringer Type**.
2. Select **Call with ID** or **Call without ID** and press . The list of preprogrammed ringers is displayed.
3. Use your navigation keys to scroll through the available ringers. To hear a ringer, press **Listen** (right softkey).
4. Press **Assign** (left softkey).


**Tip:**

If you want to hear a unique ringer whenever you are roaming, you can press  > **Settings** > **Sounds** > **Ringer Type** > **Roam Ringer** and choose **Distinct**. For information about roaming, see page 99.

## Selecting Ringer Types for Messages

To select a ringer type for messages:



1. Press  > **Settings** > **Sounds** > **Ringer Type**.
2. Select **Text Message** or **Voicemail** and press . The list of preprogrammed ringers is displayed.
3. Use your navigation keys to scroll through the available ringers. To hear a ringer, press **Listen** (right softkey).
4. Press **Assign** (left softkey).

<b>Tip:</b>	You can also select unique ringers for Call Alerts, calendar appointments, and alarms. Go to  > <b>Settings</b> > <b>Sounds</b> > <b>Ringer Type</b> and follow the prompts.
-------------	---


## Adjusting the Phone's Volume Settings

You can adjust your phone's volume settings to suit your needs and your environment.

To adjust your phone's volume settings:

1. Press  > **Settings** > **Sounds** > **Volume**.
2. Select **Ringer**, **Messaging**, **Calendar**, **Alarm**, **Applications**, **Power On**, **Key Beep**, **Voice Call**, **Speaker Phone**, **Call Alert**, or **Incoming WLK-TLK**, and press .
3. Follow the prompts to choose a volume level and press **Done** (left softkey).




To adjust the ringer, open your phone and use the volume keys to set the desired level of sound. However, if you are on a call, pressing the volume keys regulates the sound of the call. In this case, you can use the volume keys regardless of whether the phone is opened or closed.

<b>Tip:</b>	To reset your volume setting to factory defaults, press  > <b>Settings</b> > <b>Sounds</b> > <b>Volume</b> > <b>Reset Volumes</b> .
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## Sound Indicators

Your phone can alert you with an audible tone when you change service areas, once a minute during a voice call, or when a call has been lost or connected.

To enable or disable alert sounds:

1. Press  > **Settings** > **Sounds** > **Indicators**.
2. Select **Service (Service Change)**, **Minute Beep**, **Call Lost**, or **Connect (Call Connect)** and press .
3. Select **On** or **Off** and press .

## Silence All

There may be times when you need to silence your phone entirely. The phone's Silence All option allows you to mute sounds without turning your phone off.

To activate Silence All:

- ▶ With the phone open, press and hold the volume key down until your phone displays **Silence All**.

To deactivate Silence All:

- ▶ Press the volume key up repeatedly to select a desired volume level.



# Display Settings

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## Changing the Text Greeting

The text greeting can be up to 12 characters and is displayed on your phone's screen in standby mode. You may choose to keep the phone's default greeting, or you may enter your own custom greeting.

To display or change your greeting:



1. Press  > **Settings** > **Display** > **Greeting Banner**.
2. To change the greeting text, scroll to the greeting and enter text using your keypad.  
— or —  
To turn off the banner, scroll to the **Greeting Banner** check box and press  to clear it.
3. Press **Done** (left softkey).

## Setting Light Controls

You can determine whether, and for how long, to light the display screen, keypad, Walkie-Talkie button, or status light.

### Status Light or Walkie-Talkie Button Light



To turn on or off the status light or the light behind the Walkie-Talkie button:

1. Press  > **Settings** > **Display** > **Light Control** > **Status Light or Walkie-Talkie Button**.
2. Select **On** or **Off**, as desired.
3. Press .

## Backlight

The Backlight Control setting lets you select for how long the display screen is backlit.



To change the backlight setting:

1. Press  > **Settings** > **Display** > **Light Control** > **Backlight Control**.
2. Select how long the backlight should stay on. (If you choose **Flip Open**, the backlight stays on as long as the phone is open.)
3. Press .

## Keypad Sensor

Your phone's Keypad Sensor measures available light and determines if the keypad backlight needs to be turned on. If you turn Keypad Sensor on, the keypad is lit only when it is needed. If you turn Keypad Sensor off, the keypad stays lit whenever you are using your phone.

To set Keypad Sensor to measure ambient light:



1. Press  > **Settings** > **Display** > **Light Control** > **Keypad Sensor**.
2. Highlight **On**.
3. Press .

<b>Note:</b>	Setting long light durations affects the life of the battery.
--------------	---

## Changing the Phone's Menu Style

Your phone allows you to choose how the menu appears on your display screen.



To select the display screen's menu style:

1. Press  > **Settings** > **Display** > **Menu Style**.
2. Select **Grid Menu**, **List Menu**, or **Tab Menu**, and then press .
  - **Grid Menu** shows the main menu as icons only.
  - **List Menu** shows the main menu as a list of icons and names.
  - **Tab Menu** shows just the selected menu, with the remaining icons displayed as tabs. Use the left and right navigation keys to find the menu you want.

## Changing the Clock Display

Choose whether you want your phone's clock to be displayed in analog mode or digital mode.



To change the clock's appearance on the standby screen:

1. Press  > **Settings** > **Display** > **Standby Display** > **Clock Type**.
2. Select **Analog** or **Digital**, then press .



## Changing Other Display Settings

To change additional display settings:

1. Press  > **Settings** > **Display**.
2. Select the display option you want to change. (See below for a list of options.)
3. Follow the prompts to make your choice.
4. Press  to save your settings.

### **Screensaver**

Scroll through the screensavers.

### **Set Time/Date**

Determines how the display screen shows the time (12 or 24 hour) and the date formats.

### **Incoming Calls**

Allows you to assign different images to calls with IDs and calls without IDs.

# Location Settings




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Your phone is equipped with a Location feature for use in connection with location-based services.

The Location feature allows the network to detect your position. Turning Location off hides your location from everyone except 911.

<b>Note:</b>	Turning Location on allows the network to detect your position using GPS technology, making some applications and services easier to use. Turning Location off disables the GPS location function for all purposes except 911, but does not hide your general location based on the cell site serving your call. No application or service may use your location without your request or permission. GPS-enhanced 911 is not available in all areas.
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**To enable your phone's Location feature:**

1. Press  > **Settings** > **Location**. (The Location disclaimer is displayed.)
2. Read the disclaimer and press .
3. Select **On** or **Off**, and then press .

When the Location feature is on, your phone's display screen displays the  icon. When Location is turned off, the  icon is displayed.

# Messaging Settings



Staying connected to your friends and family has never been easier. With your phone's advanced messaging capabilities, you can send and receive text messages without placing a voice call. (See “Using SMS Text Messaging” on page 153 for more information.)

Your phone's messaging settings make text messaging even faster and easier by letting you decide how you would like to be notified of new messages and what callback number to include with the message. You can even create your own preset messages.

## Displaying Pop-up Messages

When you receive a text message, your phone notifies you by displaying an icon on your display screen. You can also choose to be notified with a larger pop-up message on your display screen.

To display pop-up messages:

1. Press  > **Messaging** > **Settings** > **Notification**.
2. Select **Msg and Icon** and press .



## Setting Message Alerts

When new messages arrive, you can choose to have your phone notify you by playing an audible alert. See “Selecting Ring Types for Messages” on page 70.



## Managing Preset Messages

Your phone is programmed with 15 preset messages to help make sending text messages faster and easier. These messages, such as “Let’s get lunch” and “Meet me at,” can be customized or deleted to suit your needs. You can also add your own preset messages to the list.

**To edit or delete a preset message:**

1. Press  > **Messaging** > **Text Messaging** > **Preset Messages**. (The list of preset messages is displayed.)
2. To edit or delete a preset message, highlight it and press **Options** (right softkey).
3. Highlight **Edit** and then press . Use your keypad to edit the selected message and press **Save** (left softkey).  
– or –  
Select **Delete** to delete the selected message.

**To add a new preset message:**

1. Press  > **Messaging** > **Text Messaging** > **Preset Messages**.
2. Scroll down, select **New Preset Msg**, and press .
3. Use your keypad to enter your message and press **Save** (left softkey).

Your new message is added to the beginning of the list.

# Airplane Mode

Airplane Mode allows you to use many of your phone's features, such as Games, Calendar, Voice Records, etc., when you are in an airplane or in any other area where making or receiving phone calls, Walkie-Talkie calls, or using data services is prohibited. When your phone is in Airplane Mode, it cannot send or receive any phone calls, Walkie-Talkie calls, or access online information.

**To set your phone to Airplane Mode:**

1. Press  > **Settings** > **Others** > **Airplane Mode**.
2. Select **On**, **Off**, or **On at Power Up** and press .

While in Airplane Mode, your phone's standby screen displays **PHONE OFF** and **No Service**.





**Note:**

Selecting **On at Power Up** enables Airplane Mode only the next time you power up. Afterwards, your phone will power up normally.


## TTY Use

A TTY (also known as a TDD or Text Telephone) is a telecommunications device that allows people who are deaf, hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your phone is compatible with select TTY devices. Please check with the manufacturer of your TTY device to ensure that it supports digital wireless transmission. Your phone and TTY device connects via a special cable that plugs into your phone's headset jack. If this cable was not provided with your TTY device, contact your TTY device manufacturer to purchase the connector cable.

When establishing your wireless service, please call Nextel Customer Service via the state Telecommunications Relay Service (TRS) by first dialing    . Then provide the state TRS with this number: 866-727-4889.

### To turn TTY Mode on or off:

1. Press  > **Settings** > **Others** > **TTY**.
2. Select **Disable**, **TTY**, **VCO**, or **HCO**.
3. Read the disclaimer and then press **Enable** (left softkey).  
(If you select **Disable**, press **Disable** [left softkey] after reading the disclaimer.)

#### Note:

In TTY Mode, your phone displays the TTY access icon.

If TTY mode is enabled, the audio quality of non-TTY devices connected to the headset jack may be impaired.

**WARNING****911 Emergency Calling**

Nextel recommends that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS) and landline communications. Wireless TTY calls to 911 may be corrupted when received by public safety answering points (PSAPs) rendering some communications unintelligible. The problem encountered appears related to TTY equipment or software used by PSAPs. This matter has been brought to the attention of the FCC, and the wireless industry and PSAP community are currently working to resolve this.

# Phone Setup Options



## Shortcuts

Your phone offers you the option of assigning shortcuts to favorite or often-used functions. Pressing the navigation keys up, down, left, or right in standby mode launches your designated shortcuts.


**Note:**

You also can assign the One-Touch Walkie-Talkie option to the Walkie-Talkie button from this menu. See “Enabling One Touch Walkie-Talkie” on page 85 for a description of the settings.

To assign your shortcuts:


1. Press  > **Settings** > **Display** > **Assign Keys**.
2. Select the navigation key direction and press .
3. Select the desired shortcut and press **Select** (left softkey).

**Tip:**



You can choose to show or hide the navigation keys on your screen. Go to  > **Settings** > **Display** > **Standby Display** > **Navigation Key Display** and select **Hide** or **Show**.

Even if you hide the shortcuts, you can still use them by pressing the appropriate navigation key.


## Call Answer Mode

You can determine how to answer incoming calls on your phone, whether by pressing , pressing any number key, or simply by opening the phone.

To set call answer mode:

1. Press  > **Settings** > **Others** > **Answer Options**.
2. To select an option, highlight it and press .





- **Any Key** allows an incoming call to be answered by pressing any key.
- **Auto** automatically picks up incoming calls when connected to an optional hands-free car kit. Remember, your phone answers calls in Auto-Answer mode even if you are not present.
- **Open** allows an incoming call to be answered by opening the phone.
- **[Talk] Key** allows an incoming call to be answered only by pressing .

## Calling Options

You can set up your phone to make dialing numbers even quicker and easier.

To set special options to making dialing easier:

1. Press  > **Settings** > **Others**.
2. Select the calling option you want to use. (See below for a list of options.)
3. Follow the prompts to make your choice.
4. Press  to save your settings.

### Speed Dial

Allows you to dial entries using just one, two, or three key presses.

### Abbreviated Dial

Allows you to dial numbers sharing the same beginning digits by dialing only the last four. You need to enter the first six digits you want to prepend – for example, the area code and prefix.


### Auto Redial

Redials a number if a call did not connect as a result of network difficulties.

## Display Language

You can choose to display your phone's menus in English or in Spanish.

To assign a language for the phone's display:

1. Press  > **Settings** > **Others** > **Language**.
2. Select **English** or **Español** and press .




# Walkie-Talkie Settings

Your phone offers you ways to manage your Walkie-Talkie calls. You may want to consider these options.

- **One Touch Walkie-Talkie** lets you quickly access frequently used functions with a press of the Walkie-Talkie button.
- **Talkgroup Silent** controls whether you hear active Talkgroup calls.
- **Talkgroup Area** lets you define your Talkgroup area.

## Enabling One Touch Walkie-Talkie

To enable One Touch Walkie-Talkie:

1. Press  > **Settings** > **Walkie-Talkie** > **One Touch WLK-TLK**.
2. Select **Enable** by pressing . (The **Enable** check box may already be selected.)
3. Highlight **Assign To**, press , and then select one of these options.
  - **Last Call** allows you to call the last Walkie-Talkie call you made.
  - **W-T Contacts** takes you to the WLK-TLK Contacts menu.
  - **Call History** takes you to the Walkie-Talkie list in Call History.
  - **Number** allows you call a specific number. (You are prompted to enter the number if you choose this option. You can also press **Search** [right softkey] and select **Contacts** or **Call History** to select a number to assign.)
4. Press **Done** (left softkey).

## Silencing Talkgroup Calls


When you join a Talkgroup, you hear all the conversations among the different members. To mute the chatter, enable the Talkgroup Silent setting.

To set how your phone deals with Talkgroup calls:

- ▶ Press  > **Settings** > **Walkie-Talkie** > **Talkgroup Silent** > **On** or **Off**.

## Setting Your Talkgroup Area

To set your Talkgroup area:

1. Press  > **Settings** > **Walkie-Talkie** > **Talkgroup Area**.
2. Scroll and highlight one of the following options:
  - **Wide Area** - to communicate with members inside and outside your Local Area.
  - **Local** - to communicate only with members within your predefined community.
  - **New Area** - to communicate with a custom set of members.
3. Follow the prompts to make your choice.
4. Press **Save** (left softkey).

# Setting Your Phone's Security

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### In This Section

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- ◆ Accessing Your Security Menu
  - ◆ SIM Card Security
  - ◆ Using Your Phone's Lock Feature
  - ◆ Limiting Use of Your Phone
  - ◆ Erasing Data
  - ◆ Resetting Your Phone
  - ◆ Security Features for Data Services
- 


**By using the security settings on your phone, you receive peace of mind without sacrificing flexibility.** This section will familiarize you with your phone's security settings. With several options available, you can customize your phone to meet your personal needs.

# Accessing Your Security Menu

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All of your phone's security settings are available through the Security menu. You must enter your lock code to view the Security menu.

To access the Security menu:

1. Press  > **Settings** > **Security**.
2. Enter your four-digit lock code.

**Tip:**

If you can't recall your lock code, try using the last four digits of either your Social Security number or phone number. If neither of these works, call Nextel Customer Service.

# SIM Card Security

**Important:** Except for making emergency calls, your phone does not function without the SIM card.


You can use your SIM card to store Contacts entries. When you first create an entry, it is stored in your phone. You can use your phone's SIM Manager to copy the entry to your SIM card. You can also copy entries from your SIM card to your phone. See "Using Your SIM Manager" on page 130 for more information.

## SIM Card's PIN

You can protect access to your phone by using the SIM card's PIN (Personal Identification Number). When you enable SIM PIN, you must enter the PIN each time you power up the phone. You can change the SIM PIN or disable it.

## Turning SIM PIN On and Off

To turn SIM PIN on or off:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **SIM PIN**.
4. Select **On** or **Off**.
5. Enter the current SIM PIN.

**Tip:** The default SIM PIN is 0000. Change your PIN to prevent fraudulent use of the SIM Card.

6. Press **OK** (left softkey).

## Entering the PIN

To enter your PIN:


1. Turn on your phone.
2. When the **SIM PIN** screen appears, enter your SIM PIN.
3. Press **OK** (left softkey).

<b>Important:</b>	If you enter your PIN incorrectly three times, your SIM card is blocked. See “Unblocking the PIN” on page 91.
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## Changing the PIN

<b>Note:</b>	SIM PIN must be turned on in order to access this feature.
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To change your PIN:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Change SIM PIN**.
4. Enter the current SIM PIN and press **OK** (left softkey).
5. Enter the new SIM PIN and press **OK** (left softkey).
6. Reenter the new SIM PIN to confirm.
7. Press **OK** (left softkey).



## Unblocking the PIN

If you enter your PIN incorrectly three times, your SIM card is blocked. To unblock your SIM card, you must contact Nextel Customer Service to get a PIN Unblock Code (PUK). Follow their instructions for unblocking your SIM PIN

<b>Important:</b>	If you unsuccessfully enter the PUK code 10 times, your SIM card is permanently blocked and must be replaced. If this happens, you get a message to contact Nextel Customer Service. Except for making emergency calls, your phone does not function with a blocked SIM card.
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# Using Your Phone's Lock Feature

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## Locking Your Phone

Locking your phone secures it from unauthorized access. However, you can still receive incoming calls or make calls to 911, Nextel Customer Service, or special numbers.

To lock your phone:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Lock Phone**.
4. Highlight **Lock Now** and press . (To set your phone to lock the next time it is turned on, select **Lock on Power Up** and press .)


## Unlocking Your Phone

To unlock your phone:

1. From standby mode, press a navigation key.
2. Enter your lock code.

## Changing the Lock Code


To change your lock code:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Change Lock Code**.
4. Enter your new lock code.
5. Re-enter your new lock code.

## Calling In Lock Mode

You can place calls to 911, Nextel Customer Service, and to your special numbers when in lock mode.

To place an outgoing call in lock mode:


- ▶ To call an emergency number, special number, or Nextel Customer Service, enter the phone number and press .

## Using Special Numbers

Special numbers are important numbers that you have designated as being “always available.” You can call and receive calls from special numbers even if your phone is locked.

Your phone can store up to three special numbers. These numbers are stored separately from your Contacts entries, and the same numbers may appear in both your Contacts and your Special Numbers.

To add or replace a special number:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Special Numbers**.
4. Select a location for your entry.
5. Enter the number and press **Done** (left softkey).

<b>Note:</b>	You cannot assign speed dial numbers to special numbers.
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# Limiting Use of Your Phone

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Limiting use of your phone protects specific parts of your phone from unauthorized use. You determine what is off-limits to other users.

For example, you can set limitations before you loan your phone to someone, then turn the limitations off when you get your phone back.

You can limit access to Contacts and data services. You can also restrict incoming and outgoing phone calls as well as Walkie-Talkie calls.



## Limiting Access to Contacts

To limit access to your Contacts:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Limit Use** > **Lock Contacts**.
4. Choose one of the following options and press :
  - **Unlock** clears all limitations.
  - **Lock** asks users to enter your lock code whenever they select **Contacts**.
  - **View Only** lets users view your **Contacts**, but asks them to enter your lock code before they edit them.



## Limiting Data Services Access

To limit your Web access:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Limit Use** > **Lock Vision**.
4. Choose one of the following options and press :
  - **Unlock** clears all limitations.
  - **Lock** asks users to enter your lock code whenever they select **Web** or try to launch the browser.



## Limiting Outgoing Calls

To limit outgoing calls:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Limit Use** > **Restrict Outgoing Calls**.
4. Choose one of the following options and press :
  - **All** stops all outgoing calls.
  - **None** allows all calls.
  - **Except Contacts** allows outgoing calls only to people in the Contacts list.



## Limiting Incoming Calls

To limit incoming calls:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Limit Use** > **Restrict Incoming Calls**.
4. Choose one of the following options and press :
  - **All** stops all incoming calls.
  - **None** allows all calls.
  - **Except Contacts** allows incoming calls only from people in the Contacts list.

## Limiting Walkie-Talkie Calls


To limit Walkie-Talkie calls:

1. Press  > **Settings** > **Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Limit Use** > **Restrict Walkie-Talkie**.
4. Choose one of the following options and press :
  - **All** stops all Walkie-Talkie calls.
  - **None** allows all Walkie-Talkie calls.

## Erasing Data

You can use your phone's Security menu to erase all entries in your Contacts or all items you have downloaded to your phone.

To erase all downloads or Contacts entries:


1. Press  > **Settings > Security**
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Erase My Content** or **Erase Contacts**.
4. If you are sure you wish to erase all your downloads or Contacts entries, press **Yes** (left softkey).

## Resetting Your Phone

You can reset some or all of your settings to their factory or service defaults.

- **Phone Setting** – Restores all phone settings to their factory defaults.
- **Walkie-Talkie Service** – Allows Nextel Customer Service to reset your Walkie-Talkie service in the event of a security or provisioning issue.
- **Reset All** – Restores the factory defaults and resets the Walkie-Talkie service.

To reset your phone:

1. Press  > **Settings > Security**.
2. Enter your lock code. (The Security menu is displayed.)
3. Select **Reset Phone > Phone Settings, Walkie-Talkie Service, or Reset All**.
4. If you are sure you wish to reset your phone, press **Yes** (left softkey).

# Security Features for Data Services

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## Net Guard

The Net Guard option prompts you each time you connect to data services. When you access the browser, a screen is displayed with two choices:

- **Connect** to data services once. (You will be prompted again the next time you sign in.)
- **Always Auto-Connect** to data services from now on without being prompted.

You can change your Net Guard settings at any time.

To change your Net Guard settings:

- ▶ Press  > **Settings** > **PCS Vision** > **Net Guard** > **On or Off**.

## Update Data Profile

Your data profile keeps maintains your user name and login information and allows you to connect to data services. It may be necessary to update your profile to maintain peak efficiency.

To update your profile:

- ▶ Press  > **Settings** > **PCS Vision** > **Update Vision Profile**.

Your phone will connect to the browser and update your data profile. When the update is finished, the phone returns to standby mode.



# Controlling Your Roaming Experience

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### In This Section

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- ◆ Understanding Roaming
  - ◆ Setting Your Phone's Roam Mode
  - ◆ Using Call Guard
  - ◆ Using Data Roam Guard
- 


**Roaming is the ability to make or receive phone calls when you're off the Nationwide Sprint PCS Network.** Your new ic402 by Motorola works anywhere on the Nationwide Sprint PCS Network and allows you to roam on other networks where we've implemented roaming agreements with other carriers. (Nextel Walkie-Talkie calls are allowed anywhere on the Nextel National Network.)

This section explains how roaming works as well as special features that let you manage your roaming experience.

# Understanding Roaming

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## Recognizing the Roaming Icon on the Display Screen

Your phone's display screen always lets you know when you're off the Nationwide Sprint PCS Network. Any time you are roaming, the phone displays the roaming icon ().

<b>Tip:</b>	Remember, when you are using your phone off the Nationwide Sprint PCS Network, always dial numbers using 11 digits (1 + area code + number).
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<b>Note:</b>	Unless your service plan includes roaming, you will pay a higher per-minute rate for roaming calls.
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## Roaming on Other Digital Networks


When you're roaming on digital networks, your call quality and security will be similar to the quality you receive when making calls on the Nationwide Sprint PCS Network. However, you may not be able to access certain features, such as the browser or Messaging.

<b>Note:</b>	If you're on a call when you leave the Nationwide Sprint PCS Network and enter an area where roaming is available, your call is dropped. If your call is dropped in an area where you think Sprint service is available, turn your phone off and on again to reconnect to the Nationwide Sprint PCS Network.
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## Checking for Voicemail Messages While Roaming

When you are roaming off the Nationwide Sprint PCS Network, you will not receive on-phone notification of new voicemail messages. Callers can still leave messages, but you will need to periodically check your voicemail for new messages if you are in a roaming service area for an extended period of time.

**To check your voicemail while roaming:**

1. Dial 1 + area code + your phone number.
2. When you hear your voicemail greeting, press .
3. Enter your passcode at the prompt and follow the voice prompts.

When you return to the Nationwide Sprint PCS Network, voicemail notification will resume as normal.

# Setting Your Phone's Roam Mode



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Your phone allows you to control your roaming capabilities. By using the **Roaming** menu option, you can determine which signals your phone accepts.

## Set Mode

Choose from three different settings to control your roaming experience.



To set your phone's roam mode:

1. Press  > **Settings** > **Roaming** > **Set Mode**.
2. To select an option, highlight it and press .
  - **Sprint Only** allows you to access the Nationwide Sprint PCS Network only and prevents roaming on other networks.
  - **Automatic** seeks Sprint service. When Sprint service is unavailable, the phone searches for an alternate system.
  - **Roaming Only** forces the phone to seek a roaming system. The previous setting (Sprint Only or Automatic) is restored the next time the phone is turned on.

# Using Call Guard

Your phone has two ways of alerting you when you are roaming off the Nationwide Sprint PCS Network: the on screen roaming icon and Call Guard. Call Guard makes it easy to manage your roaming charges by requiring an extra step before you can place or answer a roaming call. (This additional step is not required when you make or receive calls while on the Nationwide Sprint PCS Network.)


**To turn Call Guard on or off:**

1. Press  > **Settings** > **Roaming** > **Call Guard**.
2. Highlight **On** or **Off** and press .


<b>Note:</b>	Speed dialing is not available when you are roaming with Call Guard enabled.
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If the Call Guard feature is set to On, you need to take extra steps to make and receive roaming calls.

**To place roaming calls with Call Guard on:**

1. From standby mode, dial 1 + area code + the seven-digit number and press . (A message is displayed, informing you that you're making a roam call.)
2. Press **Yes** (left softkey) to place the call.

**To answer incoming roaming calls with Call Guard on:**



1. Press . (A message is displayed, notifying you that roaming charges apply.)
2. Press **Yes** (left softkey) to place the call.

# Using Data Roam Guard

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Data Roam Guard makes it easy to manage roaming charges incurred when accessing the Web through data services. Whenever you are outside the Nationwide Sprint PCS Network, Data Roam Guard alerts you to this and asks you whether you want to continue using the Web. (This additional step is not required when you connect to the Web while on the Nationwide Sprint PCS Network.)

**To turn Data Roam Guard on or off:**

1. Press  > **Settings** > **Roaming** > **Data Roam Guard**.
2. Highlight **Always Ask** or **Never Ask** and press .

# Managing Call History

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### In This Section

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- ◆ Viewing Call History
  - ◆ Phone Call History Options
  - ◆ Walkie-Talkie Call History Options
  - ◆ Erasing Call History
- 

**Call History keeps track of incoming and outgoing phone calls, missed phone calls, Walkie-Talkie calls, and Call Alerts.** This section guides you through accessing and making the most of your Call History.

# Viewing Call History


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Call History makes returning phone and Walkie-Talkie calls, and responding to Call Alerts fast and easy. It lists the last 20 numbers (or Contacts entries) of phone calls you have made, received or missed. Call History also lists Walkie-Talkie calls, Group Walkie-Talkie calls, Talkgroup calls, Call Alerts, and Private Direct Talk calls.

Call History lists are continually updated as new numbers are added to the beginning of the list and the oldest entries are removed from the bottom of the list.

Your phone tracks and displays the call histories of phone calls, Walkie-Talkie calls, and Call Alerts differently.

Call History only records calls that occur while the phone is turned on. If a phone or Walkie-Talkie call is received while your phone is turned off, it does not appear in Call History.

<b>Tip:</b>	You can also access Walkie-Talkie call history by pressing  > <b>Walkie-Talkie</b> > <b>WLK-TLK Contacts</b> > <b>Call History</b> . Your phone displays a filtered Call History list that only contains Walkie-Talkie numbers.
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## Viewing the Call History of Phone Calls

<b>Note:</b>	If you return a phone call from the voicemail menu, it does not appear in your phone's Outgoing Calls list.
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Each entry contains the phone number (if it is available) and Contacts entry name (if the phone number is in your Contacts). Duplicate calls (same number and type of call) may only appear once on the list.



To view Call History entries for phone calls:

1. Press  > **Call History**.
2. Select **All Calls**, **Missed Calls**, **Incoming Calls**, or **Outgoing Calls**. Your phone calls are displayed in reverse chronological order.
3. To view additional details about a call, press .

If the caller is listed in your Contacts, your phone displays the name, number and time/date when the call occurred.

Press  to view the Contacts entry.

If the caller is not listed in your Contacts, your phone only displays the number and time/date when the call occurred.

## Viewing the Call History of Walkie-Talkie Calls and Call Alerts

Your phone tracks Walkie-Talkie calls, Group Walkie-Talkie calls, Talkgroup calls, and Call Alerts in the All Calls and Walkie-Talkie lists. They are identified by the following icons.



Walkie-Talkie call.



Group Walkie-Talkie call.



Talkgroup call.




Call Alert.

Like all items in the Call History lists, they remain listed until you delete them or until they reach the end of the list.


**Note:** The Walkie-Talkie list contains outgoing, incoming, and missed Walkie-Talkie calls as well as sent and received Call Alerts.

You cannot view Walkie-Talkie calls or Call Alerts on the Missed Calls, Incoming Calls, or Outgoing Calls lists. These only contain phone calls.



### To view Walkie-Talkie calls on the All Calls list:


- ▶ Press  > **Call History** > **All Calls**. The calls are listed in reverse chronological order, with Walkie-Talkie calls and Call Alerts mixed in with the phone calls.

### To view Walkie-Talkie calls on the Walkie-Talkie list:

- ▶ Press  > **Call History** > **Walkie-Talkie**. Your Walkie-Talkie calls and Call Alerts are displayed in reverse chronological order.

### To view details about a Walkie-Talkie call or Call Alert:

1. Press  > **Call History** > **All Calls** or **Walkie-Talkie Calls**.
2. Scroll through the calls listed and highlight the item you want contact information on.
3. To view additional details about a call, press .

If the caller is listed in your Contacts, your phone displays the name, number and time/date when the call occurred. Press  to view the Contacts entry.

If the caller is not listed in your Contacts, your phone only displays the number and time/date when the call occurred. If the caller sent you their contact information, press your right navigation key to view it.

**Note:** The All Calls and Walkie-Talkie lists also display Private Direct Talk calls. However, in the case of Private calls, the call detail contains the wireless phone number, not the Walkie-Talkie number.



# Phone Call History Options

This feature displays the date and time of the call, the phone number (if available), and the caller's name (if the number is already in your Contacts). By highlighting a Call History entry and pressing **Options** (right softkey), you can select from the following options:

- **Send Message** to send a text message to the number.
- **Save** to save the number if it is not already in your Contacts. This option only appears when the caller is not listed in Contacts. (See “Saving a Phone Number From Call History” on page 110.)
- **View Contact** to view the Contacts entry for the number. This option only appears when the caller is listed in Contacts.
- **Delete** to delete the entry.
- **Delete All** to erase all the entries in the Call History list you are viewing.
- **Select Multiple** to select multiple entries.
- **Hide My Number** to hide your Caller ID number for the next call.
- **Prepend** to add numbers to the beginning of the selected number.

## Making a Phone Call From Call History



To place a phone call from Call History:

1. Press  > **Call History**.
2. Select **All Calls**, **Incoming Calls**, **Outgoing Calls**, or **Missed Calls**.
3. Use your navigation keys to scroll to a Call History entry and press .

## Saving a Phone Number From Call History

Your phone can store up to 900 numbers or electronic addresses. Individual Contacts entries can contain up to five separate phone numbers, a Walkie-Talkie number, an email address, and a Web address. (For more information, see “Using Contacts” on page 115.)


**To save a phone number from Call History:**

1. Select a Call History entry and press **Options** (right softkey).
2. Select **Save** and press .
3. Select **As New Entry** to create a new Contacts entry.  
– or –  
Select **To Existing Entry** and then scroll to the entry you want to save the number to.
4. Press .
5. Use the keypad to complete or edit the Contacts entry and press **Save** (left softkey).

## Prepending a Phone Number From Call History

If you need to make a call from Call History and you happen to be outside your local area code, you can add the appropriate prefix by prepending the number.

**To prepend a phone number from Call History:**

1. Select a Call History entry and press **Options** (right softkey).
2. Select **Prepend**.
3. Enter the prefix and press .  
– or –  
Press **Options** (right softkey) and then select **Save** to save the amended number to your Contacts.

# Walkie-Talkie Call History Options

After viewing a Walkie-Talkie call in the All Calls or Walkie-Talkie lists, you can select from the following options:

- **View Contact** to view the Contacts entry of the caller. This option only appears when the caller is listed in Contacts.
- **Save** to save information from a Walkie-Talkie call. This option only appears when the caller is not listed in Contacts. (See “Saving Walkie-Talkie Information From Call History” on page 113.)
- **Send via WLK-TLK** to send contact information to the Walkie-Talkie caller. (See “Sending Contact Information” on page 47 for more details.)
- **Delete** to delete the entry.
- **Delete All** to erase all the entries in the Call History list you are viewing.
- **Select Multiple** to select multiple entries.


**Note:**

To send a Call Alert from Call History, see “Using Call Alerts” on page 63.

Your phone offers different options after viewing Private Direct Talk calls.

## Making a Walkie-Talkie Call From Call History

To place a Walkie-Talkie call from Call History:



1. Press  > **Call History** > **All Calls** or **Walkie-Talkie Calls**.
2. Scroll through the calls listed, highlight the Walkie-Talkie number you want to call.
3. Press and hold the Walkie-Talkie button and speak.

**Note:**

You cannot make Walkie-Talkie calls from Call History to entries with insufficient information.

## Saving Walkie-Talkie Information From Call History

To save Walkie-Talkie information from Call History:

1. Press  > **Call History** > **All Calls** or **Walkie-Talkie Calls**.
2. Scroll through the calls listed, highlight the Walkie-Talkie call you want to save to Contacts, and then press **Options** (right softkey).
3. Select **Save** and press .
4. Select **Add New Entry** to create a new Contacts entry – or –  
Select **To Existing Entry** and then scroll to the entry you want to save the number to.
5. Use the keypad to complete or edit the Contacts entry and press **Save** (left softkey).


After you have saved the number, the new Contacts entry is displayed.

# Erasing Call History

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You can erase individual Call History lists or all of them at one time.

**To erase Call History:**

1. Press  > **Call History** > **Erase Call History**.
2. Select the list you want to erase.
3. If you are certain you want to erase the list, press **Yes** (left softkey).  
– or –  
Press **No** (right softkey) to return to the previous menu.



# Using Contacts

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### In This Section

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- ◆ About Contacts
  - ◆ Finding Contacts Entries
  - ◆ Creating a Contacts Entry
  - ◆ Contacts Entries for Walkie-Talkie Groups and Talkgroups
  - ◆ Managing Your Contacts
  - ◆ Using Your SIM Manager
  - ◆ Dialing Nextel Services
- 

**Now that you know the basics that make it easier to stay in touch with people and information, you're ready to explore your phone's more advanced features.** This section explains how to use your phone's Contacts and helps you make the most of your time when you are trying to connect with the important people in your life.

# About Contacts

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Your phone can store up to 900 numbers or electronic addresses. Individual Contacts entries can contain up to five separate phone numbers, a Walkie-Talkie number, an email address, and a Web address.

The total capacity (numbers and electronic addresses) is 900, meaning that if each Contacts entry has only one number or electronic address, you have space for 900 Contacts entries.

Each number or electronic address you add to an individual entry reduces the remaining amount of available entries. For example, if you create 100 entries, each with three numbers for a total of 300 numbers, you only have space remaining for 600 entries with one number (or electronic address) each.

Each Contacts entry may contain:

- A name — The name of the person or organization whose contact information is stored in the entry. It is not required; you can create and store Contacts entries without a name.
- A number or electronic address — Each Contacts entry must contain a number or an electronic address. This may be a phone number, Walkie-Talkie number, email address, or Web address.
- A speed dial number — When you store a phone number, it is assigned a speed dial number. You can accept the default speed dial number or change it.
- A ringer — You can assign a ringer to each entry. This is the sound your phone makes when you receive a call from any of the phone numbers stored in the entry.

- A picture — You can assign a picture to display whenever you receive a call from the Contacts entry.
- A date — You can assign a special date to a Contacts entry. Your phone reminds you of the date when it occurs.

<b>Important:</b>	Entries for Group Walkie-Talkie and Talkgroups contain different information. See “Contacts Entries for Walkie-Talkie Groups and Talkgroups” on page 125.
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# Finding Contacts Entries

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There are several ways to display your Contacts entries: by name, by speed dial number, by Category and Type, and by email address. Follow the steps outlined below to find entries in your Contacts.

## Finding Names

To find Contacts entries by name:

1. Press  > **Contacts** > **Find All Names**.
2. Scroll through the entries using your navigation keys and highlight the one you want.
3. Highlight the phone number you want to call and press .

– or –

To view the entry's details, press  and then press your navigation keys left or right.

– or –


To send a message, press **Send Msg** (left softkey), create the message, and then press **Send** (left softkey).



### Tip:

You can also find an entry by entering the name in the keypad. Press **Contacts** (left softkey) and use your keypad to enter the name.

## Finding Speed Dial Numbers





To find phone numbers by their assigned speed dial numbers:

1. Press  > **Contacts** > **Speed Dial #s**.
2. Scroll to an entry using your navigation keys. Speed dial numbers are displayed in numeric order.

3. To display the entry details, select **Options** (right softkey), highlight **View Contact**, and then press .  
– or –  
To dial the phone number assigned to a speed dial number, press .




## Filtering Entries

To filter **Contacts** entries by **Category** or **Type**:

1. Press  > **Contacts** > **Filter Names**.
2. Scroll to the **Category** or **Type** you want to filter by and press .
3. Scroll to an entry using your navigation keys.
4. To view the entry's details, press  and then press your navigation keys left or right.  
– or –  
Highlight the phone number you want to call and press .  
– or –  
To send a message, press **Send Msg** (left softkey), create the message, and then press **Send** (left softkey).

## Finding Email Addresses








To find phone numbers you have stored with email addresses:

1. Press  > **Contacts** > **Filter Names**.
2. Select **Email**, press , and then highlight the entry you want.
3. To view the entry's details, press  and then press your navigation keys left or right.  
– or –  
To send a message to the email address, press **Send Msg** (left softkey), create the message, and then press **Send** (left softkey).

# Creating a Contacts Entry

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

To add a new Contacts entry:


1. Press  > **Contacts** > **Add New Entry**.
2. Highlight **Contact** and press .
3. Enter the Contacts name and press .
4. To enter a Walkie-Talkie number, highlight **Walkie-Talkie**, enter the number, and press .
5. To enter a phone number, highlight **Number 1**, enter the number, and press .
6. Assign **Mobile**, **Home**, **Work**, or **Pager** to the number and press .
7. If you want to change the default speed dial number, highlight **Speed Dial** and press .
8. Select an available speed dial number and press **Assign** (left softkey).
9. Select **Save** (left softkey).

If you want, you can add a picture, a special ringer, additional phone numbers, an email or Web address, and an important date. Scroll left or right to view what other information you can assign to your Contacts entry.

## Adding a Phone Number to a Contacts Entry

To add a phone number to an entry:



1. Press  > **Contacts** > **Find All Names**.
2. Scroll through the entries using your navigation keys, highlight the one you want, and press .
3. Press **Options** (right softkey), select **Edit**, and press .
4. Scroll to an empty **Number** using your navigation keys.
5. Enter the new phone number.

6. Assign **Mobile**, **Home**, **Work**, or **Pager** to the number and press .
7. Press **Save** (left softkey).

## Assigning Speed Dial Numbers

Default speed dial numbers are assigned when you add a new Contacts entry and when you add a new phone number to an existing entry. If you do not want to use the default speed dial number, you can change it.

**To assign a speed dial number to an existing phone number:**

1. Display a Contacts entry. (See “Finding Contacts Entries” on page 118.)
2. Press **Options** (right softkey), select **Edit**, and press .
3. Highlight **Speed Dial** below the phone number you want to assign a speed dial number to, and press .
4. Select an available speed dial number and press **Assign** (left softkey).
5. Press **Save** (left softkey).




### Note:

If you attempt to assign an already in-use speed dial number to a new phone number, a dialog appears asking if you wish to replace the existing speed dial number. Select **OK** (left softkey) to assign the location to the new phone number and move the old number to the next available speed dial number.

## Assigning a Ringer or Picture to an Entry



You can assign a ringer to a Contacts entry so you can identify the caller by the ring. (See “Ringer Types” on page 69.) When you assign a picture to an entry, your phone displays it whenever you receive calls from that number.

### To assign a ringer or picture to an entry:

1. Display a Contacts entry. (See “Finding Contacts Entries” on page 118.)
2. Press **Options** (right softkey), select **Edit**, and press .
3. Use your navigation key to scroll right to the tab with the **Add Picture** and **Assign Ringer** options.
4. Scroll down to **Add Picture** or **Assign Ringer** and press .
5. Use your navigation keys to scroll through the available files. To hear a ringer, press **Listen** (right softkey).
6. Highlight your desired picture or ringer and press .
7. Press **Save** (left softkey) to save the entry.

## Assigning an Email Address or Web Address

### To assign an email address or Web address to an entry:

1. Display a Contacts entry. (See “Finding Contacts Entries” on page 118.)
2. Press **Options** (right softkey), select **Edit**, and press .
3. Use your navigation keys to scroll right to the tab with the **Email** and **Web Address** options.
4. Scroll down to **Email** or **Web Address**.
5. Use your keypad to enter the email or Web address you want to assign and press .
6. Press **Save** (left softkey) to save the entry.

#### Tip:




You can quickly visit the Web address associated with a Contacts entry by displaying the entry, highlighting the Web Address, and then pressing **Go** (left softkey).



## Assigning a Date

You can assign date to a Contacts entry and be reminded of it when it occurs. This is an easy way to remember birthdays or another important day associated with a Contacts entry.





To assign a date to an entry:


1. Display a Contacts entry. (See “Finding Contacts Entries” on page 118.)
2. Press **Options** (right softkey), select **Edit**, and press .
3. Use your navigation key to scroll right to the tab with the **Date** option.
4. Select **Reminder** to be reminded of the event.
5. Highlight the date field, use your navigation keys to set the date, and then press .
6. Highlight **Reminder Info**, enter a brief message explaining the meaning of the date, and then press .
7. Press **Save** (left softkey) to save the entry.

## Creating Distribution Lists

A Distribution List is a group of entries that you can send messages or emails to. You can communicate with all the members on the list at the same time.



To create a Distribution List:

1. Press  > **Contacts** > **Add New Entry**.
2. Highlight **Distribution List** and press .
3. Enter the name of the list and press .
4. Highlight **Category** and assign one to the list.
5. Highlight **Add Members** and press .

6. Highlight each entry you want to include in the Distribution List and press  after each selection. A check mark appears next to each selected member.
7. Press **Done** (left softkey) to save the membership.
8. Press **Save** (left softkey) to save the entry.

## Editing a Contacts Entry or Distribution List

To edit a Contacts entry or Distribution List:

1. Display a Contacts entry or Distribution List.
2. Press **Options** (right softkey), select **Edit**, and press .
3. Highlight the part of the entry you wish to edit and press .
4. Add and/or edit the desired information.
5. Press **Save** (left softkey).




# Contacts Entries for Walkie-Talkie Groups and Talkgroups

Because Group Walkie-Talkie and Talkgroup calls communicate with more than one person, you create their Contacts entries differently.



## Creating Group Walkie-Talkie Entries

You create a Group Walkie-Talkie entry by giving it a name and assigning it members that have Group Walkie-Talkie compatible phones. You can also add all the members in an existing Group by assigning it to your new Group.



To create a Contacts entry for a Walkie-Talkie Group:

1. Press  > **Contacts** > **Add New Entry**.
2. Highlight **Walkie-Talkie Group**, and then press **Select** (left softkey).
3. Enter a name for the new Group.
4. Choose a Category for the entry.
5. Highlight **Add Members** and press .
6. Use your left and right navigation keys to select **Contacts** or **Call History**.
7. Highlight each Walkie-Talkie contact you want to add to this Group and press  after each selection. A checkmark appears next to each selected entry.
8. Press **Done** (left softkey) to save the membership.
9. Press **Save** (left softkey) to save the entry.


### To add a member to an existing Group:

1. Press  > **Contacts** > **Filter Names** > **Walkie-Talkie Group**.
2. Scroll to the Group you want to add members to and press **Options** (right softkey).
3. Select **Edit** > **Edit Members**.
4. Highlight each member you want to add and press  after each selection. A checkmark appears next to each selected member.
5. Press **Done** (left softkey) to save the membership.
6. Press **Save** (left softkey) to save the entry.

### To remove a member from a Group:

1. Press  > **Contacts** > **Filter Names** > **Walkie-Talkie Group**.
2. Scroll to the Group you want to delete members from and press **Options** (right softkey).
3. Select **Edit** > **Edit Members**.
4. Highlight each member you want to delete and press  after each selection. The checkmark next to each selected member clears.
5. Press **Done** (left softkey) to save the membership.
6. Press **Save** (left softkey) to save the entry.



### To delete a Group from Contacts:

1. Press  > **Contacts** > **Filter Names** > **Walkie-Talkie Group**.
2. Scroll to the Group you want to delete.
3. Press **Options** (right softkey) and then select **Delete**.
4. Press **Yes** (left softkey).

## Editing Walkie-Talkie Group Entries


You can edit the name, Category, or membership of a Group entry.

To edit Group entries:

1. Press  > **Contacts** > **Filter Names** > **Walkie-Talkie Group**.
2. Scroll to the Group you want to edit.
3. Press **Options** (right softkey), select **Edit**, and press .
4. Highlight the part of the entry you wish to edit and make your changes.
5. Press **Save** (left softkey) to save the entry.

## Creating Talkgroup Entries

To create a Contacts entry for a Talkgroup:

1. Press  > **Contacts** > **Add New Entry**.
2. Highlight **Talkgroup**, and then press **Select** (left softkey).
3. Enter a name for the Talkgroup. Each entry's name can contain 24 characters.
4. Enter the Talkgroup number.
5. Choose a Category for the entry.
6. Press **Save** (left softkey).

# Managing Your Contacts






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Organize your Contacts entries by assigning them to Categories. Your phone has some already defined – General, Family, Friends, and Work. You can also create your own.

**To view your Categories:**


- ▶ Press  > **Contacts** > **Manage Contacts** > **View Categories**.

**To create your own custom Category:**

1. Press  > **Contacts** > **Manage Contacts** > **Add Category**.
2. Enter the name of the new Category.
3. Highlight **Add Members** and press .
4. Highlight each entry you want to add to this Category and press  after each selection. A checkmark appears next to each selected entry.
5. Press **Done** (left softkey) to save the membership.
6. To assign a special ringer to this Category, highlight **Assign** and press .
7. Use your navigation keys to scroll through the available files. To hear a ringer, press **Listen** (right softkey).
8. Highlight your desired ringer and press .
9. Press **Save** (left softkey) to save the Category.

## Erasing All Contacts

To erase all the Contacts entries stored in your phone:

1. Press  > **Contacts** > **Manage Contacts** > **Delete All Contacts**.
2. Select **Yes** (left softkey).

## Viewing Memory Status

To view how much memory you currently have available for new entries:

- ▶ Press  > **Contacts** > **Manage Contacts** > **Memory Status**.


# Using Your SIM Manager

When you create a new entry in Contacts, that information is stored in your phone, not on your SIM card. If you decide to save it on your SIM card, you must use the SIM Manager to copy it there. The SIM Manager also allows you to copy from the SIM card to your phone.

<b>Tip:</b>	You can access SIM Manager from both the Contacts and Tools menu.
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## Viewing Entries Stored in Your SIM Card

To view entries stored in the SIM card:



1. Press  > **Contacts** > **SIM Manager** > **Manage SIM**.
2. Scroll to view the list of entries.

<b>Note:</b>	To view details, highlight the Contacts entry and press <b>Details</b> (left softkey). If you selected a Walkie-Talkie Group, pressing <b>Details</b> (left softkey) displays the members.
--------------	--

You cannot dial numbers directly from SIM Manager. You can do so from Contacts or the Call History lists.

## Deleting Entries Stored in Your SIM Card

To delete entries stored in the SIM card:



1. Press  > **Contacts** > **SIM Manager** > **Manage SIM**.
2. Highlight each entry you want to delete and press  after each selection. A checkmark appears next to each selected entry.
3. Select **Options** (right softkey) and then select **Delete**.
4. Press **Yes** (left softkey).



**Note:** To delete all the entries from the SIM Card, after selecting **Options**, choose **Select > Select All**.

## Copying Contacts Entries – Phone to SIM Card

To copy entries from your phone to your SIM card:



1. Press  > **Contacts** > **SIM Manager** > **Copy to SIM**.
2. Highlight the entries you want to copy and press  after each selection. A checkmark appears next to each selected entry.
3. Select **Copy** (left softkey).
4. Select **OK** (left softkey).

**Note:** Selecting a Group selects all its members.

To copy all the entries to the SIM Card, after selecting **Copy to SIM**, choose **Select > Select All**.

## Copying Contacts Entries – SIM Card to Phone

To copy entries from a SIM card to your phone:

1. Press  > **Contacts** > **SIM Manager** > **Copy to Contacts**.
2. Highlight the entries you want to copy and press  after each selection. A checkmark appears next to each selected entry.
3. Select **Copy** (left softkey).
4. Select **OK** (left softkey).

**Note:** Selecting a Group selects all its members.

To copy all the entries to your phone, after selecting **Copy to Contacts**, choose **Select > Select All**.

## While Copying...

While attempting to copy information with your SIM Manager, you may encounter circumstances that prevent you from completing the task. Usually, your phone displays a message explaining what happened and screen prompts showing what to do next.



When you copy a Contacts entry from your phone to your SIM card, the entry may not copy completely. For example, Contact classifications, such as Mobile, Home or Work, may be different on your SIM Card. In addition, some fields, such as IP address, cannot be copied.

Your Contacts entries may also display differently on a SIM Card. For example, the first and last name of an entry may be displayed in reverse order, or a very long name may be truncated.











# Dialing Nextel Services

Your Contacts contain entries for various Nextel services.

To dial a service from your Contacts:

1. Press  > **Contacts** > **Services**.
2. Select **Customer Solutions**, **Dir. Assistance**, **Account Info.**, **Sprint Operator**, or **Voice Command**.
3. Press  to place the call.

To dial a service from standby mode using your keypad:

1. Dial the appropriate service number:
  - **Customer Solutions** —  .
  - **Dir. Assistance** —   .
  - **Account Info.** —  .
  - **Sprint Operator** — .
  - **Voice Command** — .
2. Press  to place the call.

# Using the Phone's Calendar and Tools

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### In This Section

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- ♦ Using Your Phone's Calendar
  - ♦ Using Your Phone's Tools
- 


**Your phone is equipped with several personal information management features that help you manage your busy lifestyle.** This section shows you how to use these features to turn your phone into a time management planner that helps you keep up with your appointments, schedules, and commitments. It takes productivity to a whole new level.

# Using Your Phone's Calendar

## Adding an Event to the Calendar










Your Calendar helps organize your time and reminds you of important events.


To add an event:

1. Press  > **Tools** > **Calendar**.
2. Using your navigation keys, highlight the day to which you would like to add an event.

**Tip:**


To quickly go to a date, press **Options** (right softkey) and select **Go To Date**.

3. Press **Options** (right softkey), highlight **Add**, and then press .
4. Enter the event title and press .
5. Select a time for the event by highlighting the time field and pressing .
  - Using your keypad and/or navigation keys, set the start and end time for the event, and press .
6. Select a repeating status for the event by highlighting the recurrence field and pressing .
  - Highlight **Once**, **Daily**, **Mon - Fri**, **Weekly**, **Monthly**, or **Yearly** and press .
7. Select an alarm time for the event by highlighting the reminder field and pressing .
  - Highlight **On Time**, **5 Minutes Before**, **10 Minutes Before**, **15 Minutes Before**, **1 Hour Before**, **1 Day Before**, or **2 Days Before** and press .
8. Select a ringer type for the alarm by highlighting the alarm field and pressing .

- Scroll to a ringer and press .

9. Press **Save** (left softkey) to save the event.

**Tip:**


To change your default event ringer type, from the standby screen, press  > **Settings** > **Sounds** > **Ringer Type** > **Calendar** and select a ringer.

## Event Alerts

Your phone alerts you to scheduled events as follows:

- By playing the assigned ringer type.
- By illuminating the backlight.

## Event Alert Menu




When your phone is turned on and you have an event alarm scheduled, your phone alerts you and displays the event summary. To silence the alert, press .

You can do the following:

- **Dismiss** (right softkey) clear the alert.
- **Snooze** (left softkey) silences the alert and schedules it to replay again in 10 minutes.

## Viewing Events

To view your scheduled events:

1. Press  > **Tools** > **Calendar**.
2. Using your navigation keys, highlight the day for which you would like to view events and press . (If you have events scheduled for the selected day, they are listed in chronological order.)
3. To display the details of an event listed in the schedule, highlight it and press .


## Changing to Weekly View

To go to the Weekly Calendar view:

1. Press  > **Tools** > **Calendar**.
2. Press **Options** (right softkey).
3. Select **Weekly**.



## Going to Today's Date

To go to today's date:

1. Press  > **Tools** > **Calendar**.
2. Press **Options** (right softkey).
3. Select **Go To Today**.

## Erasing an Event

To erase a day's scheduled events:

1. Press  > **Tools** > **Calendar**.
2. Using your navigation keys, highlight the day for the event and press .


**Tip:**

In the calendar view, days with events scheduled are purple.

3. Highlight the event, press **Options** (right softkey), and select **Erase**.
4. Select **Yes** (left softkey) or **No** (right softkey).


## Erasing Old Events

To delete events scheduled before a specific time and date:

1. Press  > **Tools** > **Calendar** > **Options** > **Erase Old**.
2. Select the option to erase events older than **Older than 1 day**, **Older than 1 Week**, **Older than 1 Month**, or **Older than 1 Year**.

## Erasing All Events

To delete all scheduled events:

1. Press  > **Calendar** > **Options** > **Erase All**.
2. Select **Yes** (left softkey) or **No** (right softkey).











# Using Your Phone's Tools

In addition to helping you be more efficient and organized, your phone offers useful and entertaining tools.


## Using the Alarm Clock

Your phone comes with a built-in alarm clock with multiple alarm capabilities.

To use the alarm clock:

1. Press  > **Tools** > **Alarm Clock**.
2. Select **Alarm 1**, **Alarm 2**, **Alarm 3**, **Alarm 4**, or **Alarm 5**, and then press .
3. To enable the alarm, verify that **On** is checked.
4. Select a time for the alarm by highlighting the time field and pressing .
  - Using your keypad and/or navigation keys, set the start and end time for the event, and press .
5. Select a repeating status for the alarm by highlighting the recurrence field and pressing .
  - Highlight **Once**, **Daily**, **Mon - Fri**, or **Weekends**, and then press .
6. Select a ringer type for the alarm by highlighting the alarm field and pressing .
  - Use your navigation keys to scroll through the available files. To hear a ringer, press **Listen** (right softkey).
7. Highlight your desired ringer and press .
8. Press **Save** (left softkey) to save the alarm.





**Tip:**

To change your default alarm ringer type from the standby screen press  > **Settings > Sounds > Ringer Type > Alarm** and select a ringer.

## Using the Calculator



Your phone comes with a built-in calculator.

To use the calculator:

1. Press  > **Tools > Calculator**.
2. Enter numbers using your keypad.
  - Press the navigation keys to enter operators (+ ÷ - ×) as indicated in the display.
  - Press  to enter a decimal.
  - Press  to make the number to the left of the cursor positive or negative.
  - Press **Operator** (right softkey) to enter parentheses or exponents.
3. Press  to compute.

## Using the World Clock

To view the time in different cities around the world:

1. Select  > **Tools > World Clock**.
2. Select **Cities** (right softkey) to choose a city.  
– or –  
Press the navigation keys left or right to scroll through different time zones.
3. When you see the city you want, press .

# Managing Voice Records

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### In This Section

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- ◆ Voice Records
- 

Your phone's **Voice Records** feature allows you to make recordings **right on your phone**. This section includes easy-to-follow instructions on managing Voice Records.


# Voice Records

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You can record brief records to remind yourself of important events, phone numbers, or grocery list items.


## Recording Voice Records

To create a new Voice Record:

1. Press  > **Voice Records**.
2. Press **Record** (left softkey) and begin recording after the prompt.
3. To end the recording, press **Stop** (left softkey).



If you want to review the recording, press **Yes** (left softkey).

To record a conversation during a phone call:

1. Make or answer the call.
2. Press **Options** (right softkey), select **Record Recipient**, and press .
3. Press **Record** (left softkey).
4. To end the recording, press **Stop** (left softkey).

## Playing Voice Records

To play the Voice Records you have recorded:

1. Press  > **Voice Records**.
2. Press **Options** (right softkey), select **Voice Records List**, and press .
3. Use the navigation keys to scroll to a recording.

### Tip:







To make finding Voice Records easier, select **Sort By (Name, Date, Size, or Type)**.

You can choose **Play All** (to play all the Voice Records) or **Select Multiple** (to play a several Voice Records consecutively).

4. Press **Listen** (left softkey) to play the Voice Record.

## Changing Voice Record Settings



To change your Voice Record maximum length and tone:

1. Press  > **Voice Records**.
2. Press **Options** (right softkey), select **Record Settings**, and press .
3. Scroll to **Record Duration**, and press .
  - Select a maximum length of **10 Seconds**, **30 Seconds**, or **60 Seconds** and press .
4. Scroll to **10 Second Tone** and press . This tone beeps every 10 seconds during your Voice Record.
  - Select **Enable** or **Disable** and press .

## Using Other Voice Record Options

You can also rename your Voice Records, use them as ringers, or delete them.

**To rename, set as ringer, or delete a Voice Record:**

1. Press  > **Voice Records**.
2. Press **Options** (right softkey), select **Voice Records List**, and press .
3. Use the navigation keys to scroll to the recording you want to work with.
4. Press **Options** (right softkey) and then choose **Rename**, **Delete**, or **Set As** (ringer).
5. Follow the prompts to complete your task.

## Section 3

# Service Features

# Service Features: The Basics

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### In This Section

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- ◆ Using Voicemail
  - ◆ Using SMS Text Messaging
  - ◆ Using Caller ID
  - ◆ Responding to Call Waiting
  - ◆ Making a Three-Way Call
  - ◆ Using Call Forwarding
  - ◆ Voice Command
- 

Now that you've mastered your phone's fundamentals, it's time to explore the calling features that enhance your service. This section outlines your basic service features.




# Using Voicemail

## Setting Up Your Voicemail

All unanswered phone calls to your phone are automatically transferred to your voicemail, even if your phone is in use or turned off. Therefore, you want to set up your voicemail and personal greeting as soon as your phone is activated. If you need to set up your voicemail, see “Setting Up Your Voicemail” on page 4.

## Voicemail Notification

Your phone alerts you to a new voicemail message in several ways:



- By displaying a notification on the screen.
- By sounding the assigned ringer type.
- By displaying  at the top of your screen.

**Note:** When you are roaming off the Nationwide Sprint PCS Network, you may not receive notification of new voicemail messages. It is recommended that you periodically check your voicemail by dialing 1 + area code + your phone number. When your voicemail answers, press (\*) and enter your passcode. You will be charged roaming rates when accessing voicemail while roaming off the Nationwide Sprint PCS Network.

Your phone accepts messages even when it is turned off. However, you are only notified of new messages when your phone is turned on and you are in a Sprint service area.

## Sending an Incoming Call to Voicemail

To send an incoming call directly to voicemail, do one of the following:

- ▶ With the phone closed, press .
- ▶ With the phone open, press  twice.

## Retrieving Your Voicemail Messages

You can review your messages directly from your phone or from any other touch-tone phone. To dial from your phone, you can either speed dial your voicemail or use the menu keys.

To review your messages from your own phone, do one of the following:


- ▶ Press and hold .
- ▶ Press  > **Messaging** > **Voicemail** > **Call Voicemail**.

### Note:


You are charged for airtime minutes when you are accessing your voicemail from your phone.

## Using Another Phone to Access Messages

To review your messages from another phone:

1. Dial your phone number.
2. When your voicemail answers, press .
3. Enter your passcode.

### Tip:

When you call into voicemail, you first hear the header information (date, time, and sender information) for the message. To skip directly to the message, press  during the header.





## Voicemail Options

Your phone offers several options for organizing and accessing your voicemail.

### Using Expert Mode

Using the Expert Mode setting for your personal voicemail box helps you navigate through the voicemail system more quickly by shortening the voice prompts you hear at each level.






**To turn Expert Mode on or off:**

1. Press and hold  to access your voicemail. (If your voicemail box contains any new or saved messages, press  to access the main voicemail menu.)
2. Press  to change your Personal Options, following the system prompts.
3. Press  for Expert Mode. Follow the prompts to turn Expert Mode on or off.

### Setting Up Group Lists

You can create up to 20 separate group lists, each with up to 20 customers.

**To create a Group List:**

1. Press and hold  to access your voicemail. (If your voicemail box contains any new or saved messages, press  to access the main voicemail menu.)
2. Press  to change your Personal Options, following the system prompts.
3. Press  for Settings.
4. Press  for Group Lists.
5. Follow the voice prompts to create, edit, rename, or delete group lists.

## Callback

Return a call after listening to a message without disconnecting from voicemail.


**To return a call directly from voicemail:**

- ▶ Press  after listening to a message.

## Voicemail-to-Voicemail Message

You can record and send a voicemail message to other voicemail system users.


**To record and send a voicemail message:**

1. From the main voicemail menu, press  to send a message.
2. Follow the voice prompts to send your voice message.

## Voicemail-to-Voicemail Message Reply

You can reply to a voicemail message received from another voicemail system user by sending your own voicemail message.


**To respond to a voicemail message with a voicemail message:**

1. After listening to a voice message, press .
2. Follow the voice prompts to send your reply.

## Voicemail-to-Voicemail Message Forwarding

You can forward voicemail messages to other voicemail system users, except those messages marked “Private.”




**To forward a voicemail message:**

1. After listening to a message, press .
2. Follow the voice prompts to forward the voice message.

## Vicemail-to-Vicemail Receipt Request

You can request confirmation that your voicemail message has been listened to when you send, forward, or reply to other voicemail system users.




To mark your message receipt requested:

1. After you have recorded a message, press  to indicate you are satisfied with the message you recorded.
2. Press  to mark receipt requested.
3. Press  to send your voicemail message.

## Extended Absence Greeting

When your phone is turned off or you are off the Nationwide Sprint PCS Network for an extended period, this greeting can be played instead of your normal personal greeting.


To record an extended absence greeting:

1. From the main voicemail menu, press  for Personal Options.
2. Press  for Greetings.
3. Press  to record an Extended Absence Greeting.

## Clearing the Message Icon

Your phone may temporarily continue to display the message icon after you have checked your voice and text messages.

To clear the icon from the display screen:


- ▶ Press  > **Messaging** > **Voicemail** > **Clear Icon**.

## Voicemail Menu Key


Following the prompts on the voicemail system, you can use your keypad to navigate through the voicemail menu. The following list outlines your phone's voicemail menu structure.

 Listen


 Send

 Personal Options

 Settings


 Skip passcode

 Autoplay

 Message Date & Time On/Off

 Change Passcode

 Group Distribution List

 Numeric Paging to a Wireless Phone

 Return to Personal Options Menu

 Greetings

 Main Greeting

 Recorded Name

 Extended Absence Greeting

 Return to Personal Options Menu

 Expert Mode (On/Off)

 Return to Personal Options Menu

 Place a Call

 Exit



# Using SMS Text Messaging

With SMS Text Messaging, you can send instant text messages from your phone to other messaging-ready phones – and they can send messages to you.

In addition, SMS Text Messaging includes a variety of preset messages, such as “I’m running late, I’m on my way,” that make composing messages fast and easy. You can also customize your own preset messages (up to 160 characters) from your phone.



## Composing SMS Text Messages

To compose an SMS Text message:

1. Press  > **Messaging** > **Send Message**.
2. Enter the recipient’s phone number and press .


### Tip:

To add another recipient, press **Options** (right softkey) and select **New Recipient**. You can also press **Options** (right softkey) and select **Insert Contact** to select a recipient from your Contacts.


3. Scroll to **Message**, compose your message text, and press .
  - To type a message, use your keypad to enter your message. Use the right softkey to select a character input mode.
  - To use a preset message, press **Options** (right softkey), select **Insert Preset Msg**, highlight your desired message, and press .
4. To ask the recipient to call you back, select the **Callback** check box and enter the number you can be reached at.
5. If your message is urgent, select the **Urgent** check box.

6. Review your message and press **Send** (left softkey).

## Accessing SMS Text Messages

After your phone notifies you that it has received a message, follow the prompts to open and read it. You can also go to your Messaging Inbox by pressing  > **Messaging** > **Text Messaging** > **Inbox**.

To reply to an SMS Text message:

1. While the message is open, select **Reply** (left softkey).
2. Compose your reply or use the preset messages.
  - If you want to include the original message in your reply, select **Yes** (left softkey).
  - To type a message, use your keypad to enter your message. Use the right softkey to select a character input mode.
  - To use a preset message, press **Options** (right softkey), select **Insert Preset Msg**, highlight your desired message, and press .
3. To ask the recipient to call you back, select the **Callback** check box and enter the number you can be reached at.
4. If your message is urgent, select the **Urgent** check box.
5. Review your message and press **Send** (left softkey).

## Using Preset Messages





See “Managing Preset Messages” on page 78 for information on how to add and edit your Preset Messages.



## Using Caller ID

Caller ID allows people to identify a caller before answering the phone by displaying the number of the incoming call. If you do not want your number displayed when you make a call, just follow these easy steps.

**To block your phone number from being displayed for a specific outgoing call:**


1. Press   .
2. Enter the number you want to call.
3. Press .

To permanently block your number, call Nextel Customer Service.

## Responding to Call Waiting

When you're on a call, Call Waiting alerts you to incoming phone calls. Your display screen alerts you that another call is coming in and shows the caller's number (if it is available).




**To respond to an incoming call while you're on a call:**

- ▶ Press . (This puts the first caller on hold and answers the second call.)

**To switch back to the first caller:**

- ▶ Press  again.

### Tip:





For those calls where you don't want to be interrupted, you can temporarily disable Call Waiting by pressing    before placing your call. Call Waiting is automatically reactivated once you end the call.

# Making a Three-Way Call

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With Three-Way Calling, you can talk to two people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

## To make a Three-Way Call:

1. Enter a number you wish to call and press .
2. Once you have established the connection, press **Options** (right softkey), select **3-Way Call**, and press .
3. Enter the second number you wish to call and press .
4. When you're connected to the second party, press  again to begin your three-way call.

If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all other callers are disconnected.





**Note:**

Call Waiting and Three-Way Calling are not available while roaming off the Nationwide Sprint PCS Network.






# Using Call Forwarding

Call Forwarding lets you forward all your incoming calls to another phone number – even when your phone is turned off. You can continue to make calls from your phone when Call Forwarding is activated.

## To activate Call Forwarding:

1. Press   .
2. Enter the area code and phone number to which your future calls should be forwarded.
3. Press . (You hear a tone that confirms the activation of Call Forwarding.)

## To deactivate Call Forwarding:

1. Press    .
2. Press . (You hear a tone that confirms the deactivation of Call Forwarding.)

<b>Note:</b>	You are charged a higher rate for calls you have forwarded.
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# Voice Command





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Voice Command allows you to:

- Store all your contacts' phone numbers, so you can simply say the name of the person you want to call.
- Avoid having to punch in a lot of numbers, memorize voicemail passwords, or try to dial while you're driving.
- Call anyone in your address book – even if you don't remember their phone number.
- Stop worrying about losing your Contacts. This advanced service is network-based, so if you switch or happen to lose your phone, you won't lose your Contacts.

## It's Easy to Get Started

There are two easy ways to sign up for Voice Command:

- ▶ Sign up when you purchase and activate your phone.
- ▶ Just dial     from your phone to contact Nextel Customer Service and sign up.



There is a monthly charge for Voice Command.

## Creating Your Own Address Book

You can program up to 500 names into your personal address book, with each name having up to five phone numbers. That's 2,500 phone numbers, and with the advanced technology of Voice Command, you can have instant access to all of them.


There are four ways to update your address book:

- **On the Web.** Go to [www.talk.sprintpcs.com](http://www.talk.sprintpcs.com) and sign on with your phone number and password to access a fully functional Web-based address book to create and update your contacts.

- **Use an Existing Address Book.** Automatically merge address books from desktop software applications with Sprint Sync<sup>SM</sup> Services for no additional charge. Simply click on the “Click to synchronize” button within your Voice Command personal address book at [www.talk.sprintpcs.com](http://www.talk.sprintpcs.com)
- **Use Voice Recordings.** Simply dial  and say, “Add name.” You will then be asked to say the name and number you want to add to your personal address book. Your address book can store up to 20 voice recorded names at once.
- **Call Sprint 411.** If you don’t have a computer or Internet access handy, you can have Sprint 411 look up phone numbers for you and automatically add them to your address book. Just dial  and say “Call operator” and we’ll add two names and all the numbers associated with those names to your address book for our standard directory assistance charge.

## Making a Call With Voice Command

To make a call with Voice Command:

1. Press  and you’ll hear the “Ready” prompt.
2. After the “Ready” prompt, simply say, in a natural voice, “Call” and the name of the person or the number you’d like to call. (For example, you can say, “Call Jane Smith at work,” “Call John Baker on the mobile phone,” “Call 555-1234,” or “Call Bob Miller.”)
3. Your request will be repeated and you will be asked to verify. Say “Yes” to call the number or person. (The number will automatically be dialed.) Say “No” if you wish to cancel.



### Tip:

Keep in mind that Voice Command recognizes not only your voice, but any voice, so that others can experience the same convenience if they use your phone.

For more helpful hints on Voice Command, including a list of recognized commands and an interactive tutorial, visit [www.talk.sprintpcs.com](http://www.talk.sprintpcs.com).

## Accessing Information Using Voice Command

To access information using Voice Command:

1. Press  .
2. Say “Call the Web” and choose from a listing of information categories like news, weather, and sports.  
– or –  
Simply say “Call news room,” “Call the weather,” “Call Sports Central,” etc.

**Note:**

Voice Command is not available while roaming off the Nationwide Sprint PCS Network.

# Data Services

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## In This Section

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- ◆ Data Services Applications
  - ◆ Getting Started
  - ◆ Downloading Premium Services Content
  - ◆ Exploring the Web
  - ◆ Data Services FAQs
- 

**Data services offers easy and amazing features you will really use.** These features – including messaging, games, applications, downloadable ringtones and screen savers, and portable Web access – let you have fun, stay in touch, and stay informed no matter where you go on the Nationwide Sprint PCS Network.

This section introduces these advanced services and walks you through the necessary steps to start taking advantage of your data services. For complete details and instructions, please visit [www.nextel.com](http://www.nextel.com).

# Data Services Applications

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Here is a brief list of the applications available through your phone. For more information, please visit [www.nextel.com](http://www.nextel.com).

**Games** – Play exciting games with full-color graphics, sound, and vibration. Choose from over hundreds of games to play anytime.

**Ringers** – Personalize your phone by downloading and assigning different ringers to numbers in your Contacts.

**Screen Savers** – Download unique images to use as screen savers, or make it easy to tell who's calling by assigning specific images to numbers in your Contacts.

**Web** – Experience full-color graphic versions of popular Web sites from your phone.

**Applications** – Download useful tools and service applications to get more use from your handset, such as navigation applications.



# Getting Started

With your phone and Nextel service from Sprint, you are ready to start enjoying the advantages of data services. This section helps you learn the basics of using your data services, including managing your user name, launching a data connection, and navigating the Web with your phone.

## Your User Name

When you buy a phone and sign up for service, you're automatically assigned a user name, which is typically based on your name and a number, followed by “@sprint.com.” (For example, the third John Smith to sign up for data services might have jsmith003@sprint.com as his user name.)

When you use data services, your user name identifies you to the network. The user name is also useful as an address, as a way to personalize Web services, and as an online virtual identity.

Your user name is automatically programmed into your phone. You don't have to enter it.

## Finding Your User Name


If you aren't sure what your user name is, you can easily find it on your phone.

To find your user name:

- ▶ Press  > **Settings** > **Phone Info** > **My Phone Numbers**.

## Launching a Data Connection

To launch a data connection:

- ▶ Press  > **Web**. (Your data connection starts and the home page is displayed.)

If you have activated Net Guard, you are prompted to confirm the connection. See “Net Guard” on page 98 for more information.

If you had a previous data connection, the last page you visited is displayed when you start your browser. Though the browser is open, you are not currently in an active data session—that is, no data is being sent or received. As soon as you navigate to another page, the active session begins.

## Connection Status and Indicators

Your display screen lets you know the status of your data connection.



Flashing arrows indicate that your phone is transmitting data.



Indicates the connection has been established.

See “Keeping Track” on page 65 for information on how your phone deals with incoming calls during data sessions.

## Navigating the Web

Navigating through menus and Web sites during a data session is easy once you've learned a few basics. Here are some tips for getting around:


### Softkeys

During a data session, the bottom line of your phone's display screen contains one or more softkeys. These keys are shortcut controls for navigating around the Web, and they correspond to the softkey buttons directly below the phone's display screen.

#### Tip:

Depending on which Web sites you visit, the labels on the softkeys may change to indicate their function.

**To use softkeys:**

- ▶ Press the button directly below the softkey you want to use. (If an additional pop-up menu appears when you press the softkey button, select the menu items using your keypad [if they're numbered] or by highlighting the option and pressing .)

**Scrolling**

As with other parts of your phone's menu, you'll have to scroll up and down to see everything on some Web sites.

**To scroll line by line through Web sites:**

- ▶ Press the navigation keys up and down.


**To scroll page by page through Web sites:**

- ▶ Press the volume buttons on the side of the phone.

**Selecting**

Once you've learned how to use softkeys and scroll, you can start navigating the Web.

**To select onscreen items:**

- ▶ Use the navigation keys to highlight the desired item, then press the desired softkey button (or press .

**Tip:**

If the items on a page are numbered, you can use your keypad (number keys) to select an item.


Links, which appear as underlined text, allow you to jump to Web pages, select special functions, or even place phone calls.


**To select links:**

- ▶ Highlight the link and press the appropriate softkey.

## Going Back


To go back one page:

- ▶ Press  on your phone.

<b>Note:</b>	The  is also used for deleting text (like a BACKSPACE key) when you are entering text.
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## Going Home

To return to the home page from any other Web page:



- ▶ Press and hold .
  - or –
  - Highlight **Sprint Home** and press **Go** (left softkey).

# Downloading Premium Services Content

With data services and your new phone, you have access to a dynamic variety of Premium Service content, such as downloadable Games, Ringers, Screen Savers, and other applications. (Additional charges may apply.) The basic steps required to access and download Premium Service content are outlined below.

## Accessing the Download Menus

To access the download menus:

1. Press  > **My Content**.
2. Select the type of file you wish to download (**Games**, **Ringers**, **Screen Savers**, or **Applications**).
3. Select **Get New** and press .

To access the download menus from the Web browser:

1. From the home page, select **Downloads**.
2. Navigate to find what you are looking for.


## Selecting an Item to Download

You can search for available items to download in a number of ways:

- **Featured** displays a rotating selection of featured items.
- **Categories** allows you to narrow your search to a general category, such as Movie/TV Themes for Ringers or College Logos for Screen Savers. (There may be several pages of available content in a list. Select **Next 9** to view additional items.)
- **Search** allows you to use your keypad to enter search criteria to locate an item. You may enter an entire word or title or perform a partial-word search. (For example,

entering “goo” returns “Good Ol’ Boy,” “The Good, the Bad, and the Ugly,” and “Goofy - Club.”)


## Downloading an Item

Once you’ve selected an item you wish to download, highlight it and press  or press **OK** (left softkey). You will see a summary page for the item including its title, the vendor, the download detail, the file size, the cost, licensing information and Terms of Use.

**To download a selected item:**

1. From the information page, select **Buy**. (The item downloads automatically. When the **New Download** screen appears, the item has been successfully downloaded to your phone.)

<b>Note:</b>	If you have not previously purchased an item, you are prompted to create your purchasing profile.
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2. Select an option to continue:
  - Select **Use/Run/View** to assign the downloaded item (or to start, in the case of a game or application). Your data session ends and you are redirected to the appropriate phone menu screen.
  - Select **Set as** to assign a ringer or screen saver to a phone function.
  - Select **Settings** to configure downloaded games or applications.
  - Select **Shop** to browse for other items to download.
  - Press  to quit the browser and return to standby mode.

## Using My Content Manager


Whether you purchase your Premium Services content from your phone or from your online account management page at [www.nextel.com](http://www.nextel.com), all of your purchases are stored in **My Content Manager** and may be downloaded to your phone from there.

**My Content Manager** is a storage area on the Nationwide Sprint PCS Network that is assigned specifically to your account. It allows you to store all of your Premium Service downloadable files. The files remain in My Content Manager until their license terms have expired – even after you have downloaded the content to your phone. This provides you with a convenient place to access information about your downloaded files without having to store the information in your phone's memory.



### To access My Content Manager from the Web:

- ▶ From the home page, select **Downloads** > **My Content Manager**. (A list of your purchased items is displayed.)


#### Tip:

You can also access My Content Manager through the phone's main menu. Press  > **My Content** > [**Games, Ringers, Screen Savers, or Applications**] > **My Content Manager**. The browser starts and takes you to the corresponding content.

### To download purchased content from My Content Manager:

1. From the **My Content Manager** display (see above), highlight the item you wish to download and press . (The information page for the selected item is displayed.)
2. Scroll to highlight **Download** and press . (The item downloads automatically. When the **New Download** screen appears, the item has been successfully downloaded to your phone.)

3. Select an option to continue:

- Select **Use/Run/View** to assign the downloaded item (or to launch, in the case of a game or application). Your Sprint data session ends and you are redirected to the appropriate phone menu screen.
- Select **Set as** to assign a ringer or screen saver to a phone function.
- Select **Settings** to configure downloaded games or applications.
- Select **Shop** to browse for other items to download.
- Press  to quit the browser and return to standby mode.

For complete information and instructions on downloading **Games, Ringers, Screen Savers, and Applications**, please visit [www.nextel.com](http://www.nextel.com).



## Exploring the Web

With Web access on your phone, you can browse full-color graphic versions of your favorite Web sites, making it easier than ever to stay informed while on the go. Follow sports scores and breaking news and weather and shop on your phone anywhere on the Nationwide Sprint PCS Network.

In addition to the features already covered in this section, the home page offers access to these colorful, graphically rich Web categories, including **News**, **Weather**, **Entertainment**, **Sports**, **Money**, and **Portals**, as well as useful management options including **My Account** and **Find It**. Many sites are available under more than one menu – choose the one that's most convenient for you.

### Using the Browser Menu

Although the home page offers a broad and convenient array of sites and services for you to browse, not all sites are represented, and certain functions, such as going directly to specific Web sites, are not available. For these and other functions, you need to use the browser menu. The browser menu offers additional functionality to expand your use of the Web on your phone.

#### Opening the Browser Menu



The browser menu may be opened anytime you have an active data session, from any page you are viewing.

**To open the browser menu:**

- ▶ Press the right softkey. (The browser menu is displayed in a drop-down list.)

Options available under the browser menu include:

- **Home.** Returns the browser to the home page.


- **Forward.** Returns you to a previously viewed page (after having used .
- **Mark this Page.** Allows you to bookmark the current site. (See “**Creating a Bookmark**” on page 173.)
- **View Bookmarks.** Allows you to access bookmarked sites and manage your bookmarks.
- **Search.** Launches a search.
- **Send page to.** Allows you to send the current URL as a text message.
- **Go To URL.** Allows you to navigate directly to a Web site by entering its URL (Web site address).
- **View History.** Keeps a list of links to your most recently visited sites. To navigate to a site, highlight it, and then press .
- **Refresh this page.** Reloads the current Web page.
- **Show URL.** Displays the URL of the site you're currently viewing.
- **Restart Browser.** Refreshes the current browser session.
- **About Browser.** Displays technical information about the browser, its version, and the encryption version, and provides links to Certificate Information for the various components.
- **Preferences.** Displays additional options:
  - **Edit Homepage URL.** Allows you to select your browser's home page.
  - **Revert to Default Homepage URL.** Restores your browser's original home page URL setting.
  - **Color.** Allows you to choose your browser's background, link, plain text, and visited link colors.
  - **Show Image.** Allows you to select whether your browser shows images or not (images can slow down response time).

- **Cookies.** Deletes the “cookies” that Web sites have stored in browser memory.
- **Title Tag.** Allows you to display each site’s title information (when this is turned **On**).
- **Send Referrer.** Allows you to send referrer information to sites you visit (when this is turned **On**).

## Creating a Bookmark

Bookmarks allow you to store the address of your favorite Web sites for easy access at a later time.

To create a bookmark:

1. Go to the Web page you want to mark.
2. Press the right softkey to open the browser menu.
3. Select **Mark this Page**, select **Save** (left softkey) and then press  to save the bookmark.


### Note:

Bookmarking a page does not store its contents, just the address.

Some pages cannot be bookmarked. Whether a particular Web page may be bookmarked is controlled by its creator.

## Accessing a Bookmark

To access a bookmark:

1. Press the right softkey to open the browser menu.
2. Select **View Bookmarks**.
3. Scroll to highlight the bookmark you'd like to access and press  to go to the Web site (or press the number corresponding to the bookmark you wish to access).

## Deleting a Bookmark

To delete a bookmark:

1. Press the right softkey to open the browser menu.
2. Select **View Bookmarks**.
3. Scroll to highlight the bookmark you'd like to delete and press **Options** (right softkey).
4. Select **Delete**.
5. Select **Yes** (left softkey) to remove the bookmark.

## Going to a Specific Web Site

To go to a particular Web site by entering a URL (Web site address):

1. Press the right softkey to open the browser menu.
2. Select **Go to URL**.
3. Use your keypad to enter the URL of the Web site you wish to go to and press **Go** (left softkey).

**Note:**

Not all Web sites are viewable on your phone.

## Reloading a Web Page

To reload (refresh) a Web page:

1. Press the right softkey to open the browser menu.
2. Select **Refresh this page**. (The browser reloads the current Web page.)

## Restarting the Web Browser

If the Web browser appears to be malfunctioning or stops responding, you can usually fix the problem by simply restarting the browser.


To restart the Web browser:

1. Press the right softkey to open the browser menu.
2. Select **Restart Browser**.

# Data Services FAQs

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## **How will I know when my phone is ready for data services?**

Your user name (for example, bsmith001@sprint.com) will be displayed when you access  > **Settings > Phone Info > My Phone Numbers.**

## **How do I sign in for the first time?**

You are automatically signed in to access data services when you turn on your phone.

## **How do I know when my phone is connected to data services?**


Your phone automatically connects when data service is used or an incoming message arrives. Your phone displays the  indicator after it establishes the connection.

## **Can I make calls and use data services at the same time?**

You cannot use voice and data services simultaneously. See “Keeping Track” on page 65 for information on how your phone handles incoming calls during data sessions.

## **When is my data connection active?**

Your connection is active when data is being transferred.

When active, the  indicator flashes on your phone's display screen.

## **When is my data connection dormant?**

If no data is received for 10 seconds, the connection goes dormant. If no data is received for an extended period of time, the data connection will terminate.

**Can I sign out of data services?**

You can sign out without turning off your phone; however, you will not be able to browse the Web or use other data services. While signed out, you can still place or receive phone calls, check voicemail, and use other voice services. You may sign in again at any time. To sign out, go to **Settings > PCS Vision > PCS Vision > Disable** in your phone's menu.





## Section 4

# Safety and Warranty Information

# Important Safety Information

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## In This Section

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- ◆ General Precautions
  - ◆ Safety and General Information
  - ◆ Hearing Aid Compatibility With Mobile Phones
  - ◆ Battery Tips
  - ◆ Specific Absorption Rate Data
  - ◆ Owner's Record
  - ◆ Phone Guide Proprietary Notice
  - ◆ Information From the World Health Organization
  - ◆ Product Registration
  - ◆ Export Law Assurances
  - ◆ Wireless: The New Recyclable
  - ◆ Smart Practices While Driving
  - ◆ Declaration of Conformity
- 

**This phone guide contains important operational and safety information that will help you safely use your phone.** Failure to read and follow the information provided in this phone guide may result in serious bodily injury, death, or property damage.

# General Precautions

There are several simple guidelines to operating your phone properly and maintaining safe, satisfactory service.

- Hold the phone with the antenna raised, fully-extended, and over your shoulder.
- Try not to hold, bend, or twist the phone's antenna.
- Don't use the phone if the antenna is damaged.
- Speak directly into the mouthpiece.
- Avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and remove the battery.
- Do not expose your phone to direct sunlight for extended periods of time (such as on the dashboard of a car).
- Although your phone is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.
- Any changes or modifications to your phone not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.

**Note:**

For the best care of your phone, only authorized personnel should service your phone and accessories. Failure to do so may be dangerous and void your warranty.

# Safety and General Information

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This section contains important information on the safe and efficient operation of your mobile device. Read this information before using your mobile device.<sup>1</sup>

## **AglON Antimicrobial™ — Built-in Protection for Your Phone**

Motorola has incorporated AglON antimicrobial into the painted surfaces of your phone to help provide protection against a broad range of product damaging bacteria, mold, and mildew.

Motorola is the first wireless phone manufacturer to incorporate AglON antimicrobial into the phone's painted surfaces.

The antimicrobial technology is an example of Motorola's pursuit for innovation and creativity to produce the best quality wireless experience.

The antimicrobial technology in the paint on Motorola iDEN® phones helps provide protection against product damage caused by microbes, but does not extend such protection to the user.

Versatile in application, the EPA-registered AglON additive is recommended for institutional, commercial and consumer applications. AglON antimicrobials are used in many settings including hospitals, offices, schools and food processing facilities. They can also be found in leading footwear, fabrics, appliances, water coolers and architectural hardware.

1. The information provided in this document supersedes the general safety information in user's guides published prior to May 1, 2006.

## Benefits of AgION<sup>1</sup>

- AgION antimicrobial technology helps provide protection against product damaging bacteria on the painted surfaces of the phone.
- AgION antimicrobial is effective in protecting the product against a broad spectrum of bacteria.
- AgION helps inhibit the ability of microbes to grow and spread on the painted surfaces of the phone.
- The active ingredient helps break down enzymes in the microbe, inhibiting its ability to reproduce and spread on the painted surfaces of the phone.
- Studies have shown that surfaces with AgION antimicrobial can reduce the amount of certain product damaging bacteria by 99%.
- The AgION coating will protect the painted surfaces of the product against product damaging bacteria for the life of the product.

## Exposure to Radio Frequency (RF) Energy

Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits.

Your Motorola mobile device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

## Operational Precautions

For optimal mobile device performance and to be sure that human exposure to RF energy does not exceed the guidelines set forth in the relevant standards, always follow these instructions and precautions.

1. The antimicrobial technology is applied only to the painted surfaces of the Motorola iDEN phones, thereby providing protection against damage to such surfaces caused by microbes, but does not extend such protection to the end user.

## External Antenna Care

If your mobile device has an external antenna, use only a Motorola-supplied or approved replacement antenna. Use of unauthorized antennas, modifications, or attachments could damage the mobile device and/or may result in your device not complying with local regulatory requirements in your country.

DO NOT hold the external antenna when the mobile device is IN USE. Holding the external antenna affects call quality and may cause the mobile device to operate at a higher power level than needed.

## Product Operation

When placing or receiving a phone call, hold your mobile device just like you would a landline phone.

If you wear the mobile device on your body, always place the mobile device in a Motorola-supplied or approved clip, holder, holster, case, or body harness. If you do not use a body-worn accessory supplied or approved by Motorola, keep the mobile device and its antenna at least 2.5 centimeters (1 inch) from your body when transmitting.

When using any data feature of the mobile device, with or without an accessory cable, position the mobile device and its antenna at least 2.5 centimeters (1 inch) from your body.

Using accessories not supplied or approved by Motorola may cause your mobile device to exceed RF energy exposure guidelines. For a list of Motorola-supplied or approved accessories, visit our Web site at [www.motorola.com](http://www.motorola.com).

## RF Energy Interference/Compatibility

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances your mobile device may cause interference with other devices.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Follow Instructions to Avoid Interference Problems

Turn off your mobile device in any location where posted notices instruct you to do so. These locations include hospitals or health care facilities that may be using equipment that is sensitive to external RF energy.

In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

## Pacemakers

If you have a pacemaker, consult your physician before using this device.

Persons with pacemakers should observe the following precautions:

- ALWAYS keep the mobile device more than 20 centimeters (8 inches) from your pacemaker when the mobile device is turned ON.
- DO NOT carry the mobile device in the breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn OFF the mobile device immediately if you have any reason to suspect that interference is taking place.

## Hearing Aids

Some digital mobile devices may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer or physician to discuss alternatives.

## Other Medical Devices

If you use any other personal medical device, consult your physician or the manufacturer of your device to determine if it is adequately shielded from RF energy.

## Driving Precautions

Check the laws and regulations on the use of mobile devices in the area where you drive. Always obey them.

When using your mobile device while driving, please:

- Give full attention to driving and to the road. Using a mobile device may be distracting. Discontinue a call if you can't concentrate on driving.
- Use hands-free operation, if available.
- Pull off the road and park before making or answering a call if driving conditions so require.

Responsible driving practices can be found in the “Smart Practices While Driving” section at the end of this guide and/or at the Motorola Web site: [www.motorola.com/callsmart](http://www.motorola.com/callsmart).

## **Operational Warnings**

Obey all posted signs when using mobile devices in public areas, such as health care facilities or blasting areas.

### **Automobile Air Bags**

Do not place a mobile device in the air bag deployment area.

### **Potentially Explosive Atmospheres**

Areas with potentially explosive atmospheres are often but not always posted, and can include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

When you are in such an area, turn off your mobile device, and do not remove, install, or charge batteries. In such areas, sparks can occur and cause an explosion or fire.

### **Damaged Products**

If your mobile device or battery has been submerged in water, punctured, or subjected to a severe fall, do not use it until you take it to a Motorola Authorized Service Center. Do not attempt to dry it with an external heat source, such as a microwave oven.

### **Batteries and Chargers**








If jewelry, keys, beaded chains, or other conductive materials touch exposed battery terminals, this could complete an electrical circuit (short circuit), become very hot, and could cause damage or injury. Be careful when handling a charged battery, particularly when placing it inside a pocket, purse, or other



container with metal objects. **Use only Motorola Original batteries and chargers.**

**Caution:** To avoid risk of personal injury, do not dispose of your battery in a fire.

Your battery, charger, or mobile device may contain symbols, defined as follows:

Symbol	Definition
	Important safety information follows.
	Do not dispose of your battery or mobile device in a fire.
	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Do not throw your battery or mobile device in the trash.
	Your mobile device contains an internal lithium ion battery.
	Do not let your battery, charger, or mobile device get wet.
	Listening at full volume to music or voice through a handset may damage your hearing.

## Choking Hazards

Your mobile device or its accessories may include detachable parts, which may present a choking hazard to small children. Keep your mobile device and its accessories away from small children.

## Glass Parts

Some parts of your mobile device may be made of glass. This glass could break if the product is dropped on a hard surface or receives a substantial impact. If glass breaks, do not touch or attempt to remove. Stop using your mobile device until the glass is replaced by a qualified service center.

## Seizures/Blackouts

Some people may be susceptible to epileptic seizures or blackouts when exposed to flashing lights, such as when playing video games. These may occur even if a person has never had a previous seizure or blackout.

If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult with your physician before playing video games or enabling a flashing-lights feature (if available) on your mobile device.

Discontinue use and consult a physician if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. It is always a good idea to hold the screen away from your eyes, leave the lights on in the room, take a 15-minute break every hour, and stop use if you are very tired.

## Caution About High Volume Usage



Listening at full volume to music or voice through a headset may damage your hearing.

## Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. If you continue to have discomfort during or after such use, stop use and see a physician.

# Hearing Aid Compatibility With Mobile Phones

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Some Motorola phones are measured for compatibility with hearing aids. If the box for your particular model has “Rated for Hearing Aids” printed on it, the following explanation applies.

When some mobile phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label on the box.

The ratings are not guarantees. Results will vary depending on the user’s hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

**M-Ratings:** Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

**T-Ratings:** Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device’s telecoil (“T Switch” or “Telephone Switch”) than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health A-18 Hearing Aid Compatibility professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile phones.

# Battery Tips

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Battery life depends on the network, signal strength, temperature, features, and accessories you use.

- Always use Motorola Original batteries and chargers. The warranty does not cover damage caused by non-Motorola batteries and/or chargers.
- New batteries or batteries stored for a long time may take more time to charge.
- When charging your battery, keep it near room temperature.
- When storing your battery, keep it uncharged in a cool, dark, dry place.
- Never expose batteries to temperatures below -10°C (14°F) or above 45°C (113°F). Always take your phone with you when you leave your vehicle.
- It is normal for batteries to gradually wear down and require longer charging times. If you notice a change in your battery life, it is probably time to purchase a new battery.
- Contact your local recycling center for proper battery disposal.



<b>Warning:</b>	Never dispose of batteries in a fire because they may explode.
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# Specific Absorption Rate Data

**This model wireless phone meets the government's requirements for exposure to radio waves.**

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and by the Canadian regulatory authorities. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age or health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by the Canadian regulatory authorities is 1.6 W/kg.<sup>1</sup> Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

Before a phone model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC and available for review by Industry Canada.

1. In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

The highest SAR value for this model phone when tested for use at the ear is 1.24 W/kg, and when worn on the body, as described in this user guide, is 1.14 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements).<sup>1</sup>

While there may be differences between the SAR levels of various phones and at various positions, they all meet the governmental requirements for safe exposure. Please note that improvements to this product model could cause differences in the SAR value for later products; in all cases, products are designed to be within the guidelines.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site:

<http://www.phonefacts.net>

or the Canadian Wireless Telecommunications Association (CWTA) Web site:

<http://www.cwta.ca>

## Information From the World Health Organization

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WHO Information Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If you are concerned, you may want to limit your own or your children's RF exposure by limiting the length of calls or by using hands-free devices to keep mobile phones away from your head and body.

Source: WHO Fact Sheet 193

Further information: <http://www.who.int/peh-emf>

1. The SAR information reported to the FCC includes the FCC-accepted Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.

## Product Registration

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Online Product Registration:

<http://www.motorola.com/warranty>

Product registration is an important step toward enjoying your new Motorola product. Registering helps us facilitate warranty service, and permits us to contact you should your product require an update or other service. Registration is for U.S. residents only and is not required for warranty coverage.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola Personal Communications Product you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a Motorola product.

## Owner's Record

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The model number, regulatory number and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Model: ic402 by Motorola

Serial No.:

## Phone Guide Proprietary Notice

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CDMA Technology is licensed by QUALCOMM Incorporated under one or more of the following patents:

4,901,307 5,109,390 5,267,262 5,416,797

5,506,865 5,544,196 5,657,420 5,101,501

5,267,261 5,414,796 5,504,773 5,535,239

5,600,754 5,778,338 5,228,054 5,337,338

5,710,784 5,056,109 5,568,483 5,659,569

5,490,165 5,511,073

## Export Law Assurances

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This product is controlled under the export regulations of the United States of America and Canada. The Governments of the United States of America and Canada may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce or the Canadian Department of Foreign Affairs and International Trade.

## Wireless: The New Recyclable

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Your wireless phone can be recycled. Recycling your wireless phone reduces the amount of waste disposed in landfills and allows recycled materials to be incorporated into new products. The Cellular Telecommunications Industry Association (CTIA) and its members encourage consumers to recycle their phones and have taken steps to promote the collection and environmentally sound recycling of end-of-life wireless devices.

As a wireless phone user, you have an important role in ensuring that this phone is recycled properly. When it comes time to give this phone up or trade it in for a new one, please remember that the phone, the charger, and many of its accessories can be recycled. It's easy. To learn more about CTIA's Recycling Program for Used Wireless Devices, please visit <http://www.ctia.org/content/index.cfm/AID/10131>



# Smart Practices While Driving

## Drive Safe, Call Smart<sup>SM</sup>

Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas. Contact [www.motorola.com/callsmart](http://www.motorola.com/callsmart) for more information.

Your mobile device lets you communicate by voice and data—almost anywhere, anytime, wherever wireless service is available and safe conditions allow. When driving a car, driving is your first responsibility. If you choose to use your mobile device while driving, remember the following tips:

- **Get to know your Motorola mobile device and its features such as speed dial and redial.** If available, these features help you to place your call without taking your attention off the road.
- **When available, use a handsfree device.** If possible, add an additional layer of convenience to your mobile device with one of the many Motorola Original™ handsfree accessories available today.
- **Position your mobile device within easy reach.** Be able to access your mobile device without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voicemail answer it for you.
- **Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice, and even heavy traffic can be hazardous.
- **Do not take notes or look up phone numbers while driving.** Jotting down a “to do” list or going through your address book takes attention away from your primary responsibility—driving safely.
- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
- **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations that can divert your attention away from the road.

- **Use your mobile device to call for help.** Dial 911 or other local emergency number in the case of fire, traffic accident, or medical emergencies.
- **Use your mobile device to help others in emergencies.** If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911 or other local emergency number, as you would want others to do for you.
- **Call roadside assistance or a special non-emergency wireless assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

# Declaration of Conformity

Per FCC CFR 47 Part 2 Section 2.1077(a)



Responsible Party Name: Motorola, Inc.

Address: 8000 West Sunrise Boulevard  
Plantation, FL 33322 USA

Phone Number: 1 (800) 453-0920

Hereby declares that the product:

Product Name: ic402

Model Number: H90XAH9JR7AN

Conforms to the following regulations:

FCC Part 15, subpart B, section 15.107(a), 15.107(d) and section 15.109(a)

Class B Digital Device

As a personal computer peripheral, this device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Note:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Per FCC Rule Part 15.21, changes or modifications not expressly approved by Motorola could void the user's authority to operate this product.

**If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:**

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

# Manufacturer's Warranty

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## In This Section

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- ♦ **Motorola Limited Warranty for the United States and Canada**
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**Your phone has been designed to provide you with reliable, worry-free service.** If for any reason you have a problem with your equipment, please refer to the manufacturer's warranty in this section.

For information regarding the terms and conditions of service for your phone, please visit [www.nextel.com](http://www.nextel.com) or Nextel Customer Service at 1-800-639-6111.

# Motorola Limited Warranty for the United States and Canada

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## What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, messaging devices, and consumer and professional two-way radios (excluding commercial, government or industrial radios) that operate via Family Radio Service or General Mobile Radio Service, Motorola-branded or certified accessories sold for use with these Products (“Accessories”) and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products (“Software”) to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

## Products and Accessories

Products Covered	Length of Coverage
<b>Products and Accessories</b> as defined above, unless otherwise provided for below.	<b>One (1) year</b> from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
<b>Decorative Accessories and Cases.</b> Decorative covers, bezels, PhoneWrap™ covers and cases.	<b>Limited lifetime warranty</b> for the lifetime of ownership by the first consumer purchaser of the product.
<b>Monaural Headsets.</b> Ear buds and boom headsets that transmit mono sound through a wired connection.	<b>Limited lifetime warranty</b> for the lifetime of ownership by the first consumer purchaser of the product.

Products Covered	Length of Coverage
<b>Consumer and Professional Two-Way Radio Accessories.</b>	<b>Ninety (90) days</b> from the date of purchase by the first consumer purchaser of the product.
<b>Products and Accessories that are Repaired or Replaced.</b>	<b>The balance of the original warranty or for ninety (90) days</b> from the date returned to the consumer, whichever is longer.

## Exclusions

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Batteries.** Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

**Abuse & Misuse.** Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

**Use of Non-Motorola Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, or its authorized service centers, are excluded from coverage.

**Altered Products.** Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched

board serial numbers; or (d) nonconforming or non-Motorola housings, or parts, are excluded from coverage.

**Communication Services.** Defects, damages, or the failure of Products, Accessories or Software due to any communication service or signal you may subscribe to or use with the Products Accessories or Software is excluded from coverage.

## Software

Products Covered	Length of Coverage
<b>Software.</b> Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	Ninety (90) days from the date of purchase.

## Exclusions

**Software Embodied in Physical Media.** No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

**Software NOT Embodied in Physical Media.** Software that is not embodied in physical media (e.g. software that is downloaded from the internet), is provided “as is” and without warranty.

## Who Is Covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

## What Will Motorola Do?

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, games and ringer tones, will be



reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

## How to Obtain Warranty Service or Other Information

<b>USA</b>	<b>Phones</b> 1-800-331-6456 <b>Pagers</b> 1-800-548-9954 <b>Two-Way Radios and Messaging Devices</b> 1-800-353-2729
<b>Canada</b>	<b>All Products</b> 1-800-461-4575
<b>TTY</b>	1-888-390-6456
For Accessories and Software, please call the telephone number designated above for the product with which they are used.	

You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to a Motorola Authorized Repair Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

## What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT

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## Service and Repairs

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Go to [www.motorola.com/consumer/support](http://www.motorola.com/consumer/support), where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-331-6456 (United States), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

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